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ABSTRACT

The Metropolitan Cooperative Library System in California is a group of 17 autonomous community libraries which have joined together to provide better services to their patrons. This survey of the reference resources and services of the system was conducted by personal interviews at each of the member libraries. The focus is upon reader oriented services, i.e., good reference and reading collections; staffs available to help library users; and, reciprocal borrowing privileges. Based on the information gathered through the interviews, recommendations are made for long and short range goals for future planning, with the purpose of increasing service to the public. (SG)

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Reference Service To Meet Community Needs
A Survey Of The Reference Resources And Services Of The Metropolitan Cooperative Library System

Katharine Harris Preston

LI 002499

April 1970

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Elizabeth Powell
Pasadena Public Library

Akron, Ohio
April 27, 1970

To: The Council, Metropolitan Cooperative Library System:

Herewith is submitted the report, Reference Service to Meet Community Needs. A Survey of the Reference Resources of the Metropolitan Cooperative Library System, prepared in accordance with the System Grant made in January, 1970 for the evaluation of reference collections and services.

It was an extremely interesting experience to visit the seventeen libraries of the System and to work with the Head Librarians and Staffs of each one. Their cooperation is much appreciated. I want to express special thanks to Miss Marjorie Donaldson, Librarian of the Pasadena Public Library and System Fiscal Officer and to Mrs. Norma E. Kingsbury, System Coordinator, and the System Staff all of whom were particularly helpful to me. It is my hope that this Evaluation will prove useful in planning for the development of stronger reference resources for the System.

Sincerely yours,

Katharine Harris Preston

(Mrs.) Katharine Harris Preston
Library Consultant

cc: Miss Donaldson
Mrs. Kingsbury

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METROPOLITAN COOPERATIVE LIBRARY SYSTEM DIRECTORY

Member Libraries	Head Librarian
Altadena Library District Library	Mrs. Gladys Babcock
Azusa Public Library	Theodora Johnson
Bruggemeyer Memorial Library *	Mrs. Marie Callaway
Burbank Public Library	John Jolly
Covina Public Library	Mrs. Dorothy Weeding
Glendora Public Library	Mel Cantor
Monrovia Public Library	John Lustig
Palos Verdes Library District Library	William Emerson
Pasadena Public Library **	Marjorie Donaldson
Pomona Public Library	Raymond Holt
Redondo Beach Public Library	William Poole
Santa Fe Springs City Library	Mrs. Ruth Grams
Santa Monica Public Library	Hilda Glaser
Sierra Madre Public Library	Robert Ragsdale
South Pasadena Public Library	Mrs. Madeline Hensley
Torrance Public Library	Russell West
Whittier Public Library	Margaret Fulmer
Systems Headquarters	Mrs. Norma E. Kingsbury, Coordinator

* Monterey Park
** Headquarters Library

CHAPTER I

THE METROPOLITAN COOPERATIVE LIBRARY SYSTEM: HISTORY AND OPERATION

Cooperation between libraries is no longer news. It has changed from a dream to a necessity and nowhere is this more true than in reference service. The proliferation of book and periodical publication in all fields, but particularly in the sciences and social sciences, has made it impossible for any but the largest research libraries to keep up with current materials. For smaller libraries not to plan for the cooperative use of the more specialized materials is truly wasteful. Cooperation has its rewards but also its problems. Some years ago Ralph Esterquest, formerly Director of Harvard's Countway Library of Medicine, said "Successful inter-institutional library cooperation requires as one essential ingredient, the will to cooperate...He who would cooperate must be prepared to give a little before he receives anything in return."[1]

Library literature abounds in references to cooperative arrangements at state, regional and local levels and between academic, public and special libraries. One of the most promising of these arrangements is the development of systems of libraries. California has been one of the pioneers in this concept of service but well developed systems exist in Nassau County, New York and in Pennsylvania, Michigan and New Hampshire, to name a few. There are at the present time in California 21 library systems, some covering a single library such as the Los Angeles and San Francisco Public Libraries, some covering more than one county such as the North Bay Cooperative Library System and some including a limited number of libraries in one county such as the Metropolitan Cooperative Library System in Los Angeles County.[2] Map I shows the counties covered by library systems in California. (Appendix A) Martin and Bowler point out in their 1965 report, Public Library Service Equal to the Challenge of California, that certain activities of such cooperative organizations are reader oriented and some are library oriented.[3]

The reader oriented services should provide strong reference and reading collections and staff which the patron can use directly, as well as reciprocal borrowing privileges which permit him to use any library in the system. The library oriented system is concerned with what libraries can do cooperatively for each other such as: interlibrary loans, cooperative book selection and centralized processing. The Metropolitan Cooperative Library System aims to encompass all of these functions but the last two have not yet been implemented. It is the reader oriented services with which this Report is concerned.

As background for the Report, the history and operation of the Metropolitan Cooperative Library System will be outlined briefly. In 1965 Holt and Rostvold made a survey of libraries in the San Gabriel Valley recommending that they join in a cooperative library system.[4] Out of that group five chose to do so and the San Gabriel Valley Library System was organized in 1965. It included Altadena Library District Library, Monrovia, Pasadena, designated as the Headquarters Library, Sierra Madre and South Pasadena, serving a population of over 500,000 people[5] and receiving a state system grant of $85,627. Of this money Pasadena received a $10,000 grant for materials and the other four libraries $5,000 each.

In 1967 seven more libraries joined the System and the name was changed to the Metropolitan Cooperative Library System (MCLS). The libraries which joined were Azusa, Glendora, Palos Verdes District Library, Pomona, Redondo Beach, Santa Fe Springs and Whittier, with state system grants of $86,923. In 1969 four more libraries, Covina, Monterey Park, Santa Monica and Torrance, were added, increasing the population served to over 840,000[6] and receiving a state system grant of $140,984. During these years the allocation was $5,000 for Pasadena and $2,500 for the other libraries. For the current year the resources allocations to the participating libraries was divided first geographically into three areas, and then individually by the libraries within that area. The libraries in two geographic areas each received $2,500 for resource enrichment and those in the beach area received $3,750 for resource enrichment. Early in 1970 Burbank, with a population of 88,299, was added to the System and at the present time several other libraries in the county are interested in joining. Each time a new library is added, the System receives a $10,000 establishment grant each year for two years. This money went directly to the original five libraries but now is allocated to the System as a whole. Since June 1, 1967 a total of $251,600 has been received as a Reference Grant[7] from the federal government's Public Library Service Act funds, Title 1. These are allocated to the State and the State Library reviews the project annually. The federal grant will run out in June 1970 and the state grant in August. Therefore, federal and state funding for libraries is extremely important for the maintenance and growth of this and other systems.

Using the current year 1969-70 as an example, about 50% of the Reference Grant and 21% of the System Grant has been budgeted for library resources - books, films, periodicals, and reference materials of all types.[8] The rest is allocated to personnel, telephone and teletype, transportation, supplies and equipment. It seems important to emphasize at the outset, however, that the money available to augment the System resources is relatively limited.

What is the Metropolitan Cooperative Library System? As stated in its brochure "The Metropolitan Cooperative Library System is a group of 16 (now 17), (Map 2, Appendix A) autonomous community libraries that have joined together to provide wider reference resources and joint borrowing privileges to library card holders of each of the libraries in the System."[9] Details of the operation will be discussed later but in general it provides that, through regularly scheduled teletype communication each day, any library can request material or information from another library in the System or the Headquarters at Pasadena. Audio-visual materials, especially films, are also available through the System film circuit for daily delivery. Thus, the System has greatly broadened the resources available to any patron of a member library.

CHAPTER II

THE REFERENCE SURVEY - PURPOSE AND PROCEDURE

In 1969, the Council of the Metropolitan Cooperative Library System allocated funds for an evaluation of the reference collections in the System libraries. The suggested guidelines for this evaluation state, "The purpose of this study is to evaluate the reference collections and services supplied the public by the individual MCLS libraries in relation to both the needs of the individual library communities and the total needs of the System. The evaluation should go beyond the specific items identified as reference materials and should include materials indexed in bibliographic tools and relevant materials in adult subject collections." It also specified that the study should be developed along the following lines:

"1. Analyze the strengths and weaknesses of each collection which will be determined by on site evaluation of each library which would include as many visits to each library as necessary.

2. Indicate areas that have and need specialization.

3. In terms of geographic areas to be served, indicate the need of duplication in the collection.

4. Indicate where unnecessary duplication is taking place.

5. Indicate, where necessary, methods of keeping the collections and services up-to-date and relevant.

6. Evaluate the reference services in the individual libraries including adequacy of staff, organization of collections and internal indexes.

7. Recommend how the public use of the reference services and collections can be promoted." [10]

An attempt will be made to touch on most of these points, as well as to make overall recommendations and suggestions for further study.

The Survey was started in January, 1970, with an on the spot evaluation which lasted for seven weeks. For background material, a large amount of checking has had to be carried out. Previous to beginning the Survey, all libraries in the System had checked Winchell's, Guide to Reference Books, Eighth Edition, 1967, and the First Supplement, 1965-1966, edited by Eugene P. Sheehy.[11] Master copies at System Headquarters combined the individual checking. To judge more recent purchases, all libraries were asked to check their holdings in the list of Reference Books in the compilation of The Library Journal Book Review, 1968 [12] and the reference books in the list of Outstanding Academic Books, 1967 [13] and

1968 [14] in Choice, May 1968 and May 1969. This checking has also been combined on master lists. For some of the larger libraries the book holdings in the Essay and General Literature Index, 1968 and the Biography Index, Sept. 1964 - Aug. 1967 and Sept. 1967 - Aug. 1968 have been checked. Holdings of the general and special encyclopedias have been charted, as well as the important periodical indexes. The Headquarters staff has checked the list of periodicals indexed in each periodical index to show which libraries have each title. All of these materials will be analyzed in this Report.

The most important part of the evaluation is, no doubt, the visits made to each library. In each case an interview was arranged with the head librarian and in many cases with reference heads and other key staff members. An attempt was made to learn the community background for the library, to obtain necessary statistical information, any facts about changing trends in library demands or volume of use, to observe staff attitudes, to examine special collections and tools and to ascertain feelings about the value of the System to that particular library. In all cases the head librarian and staff were most helpful and cooperative. While general impressions of the reference collections were noted, no attempt will be made to suggest specific materials for any individual library.

CHAPTER III

LIBRARY VISITS AND INTERVIEWS

In order to provide a background for discussing the individual libraries, it seems desirable to have certain basic statistics available in a form for convenient comparison and these are given in Chart I. (Appendix A) In all cases the figures used were the latest obtainable from the libraries involved, although it was not always possible to obtain comparable figures. These irregularities are indicated in footnotes. It will be noted that the per capita support ranges from a low of $3.78 at Glendora to a high of $13.93 at Palos Verdes. The central library book collections, which are the ones that this Report is concerned with, range from 34,000 volumes at Sierra Madre to a high of 222,711 volumes at Pomona. Not unexpectedly, book budgets vary from a low of $10,000 at Sierra Madre to a high of $147,378 at Pasadena. To the surveyor, however, the most interesting facts about the libraries were the differences in the types of communities served although only about 55 miles, by freeway separates Pomona on the East from the communities farthest West.

Holt & Rostvold expressed this well in their survey of the San Gabriel Valley libraries when they said: "The community library has one paramount reason for existence - to serve the needs of the people. This, of course, is no easy task since the citizens of Southern California's communities manifest one common trait - diversity. Many, if not most of us, are newcomers; we are highly mobile; few of us work or shop in the city in which we live; we are culturally diverse; we come from many walks of life; we are employed in diverse lines of production; our leisure interests are many and varied; we live in a dynamic and unique urban ethos characterized by a low density land use pattern; the automobile is our main mode of mass transit; our total population is growing younger in terms of age distribution, yet the retired person is an important segment of each community. These are the traits of the library patrons whose growing needs must be met; these are the realities of the community environment within which Southern California's public libraries must function in future decades." [15]

The System libraries will be described in alphabetical order, although that is not the order in which they were visited. The Headquarters Library, Pasadena, will be described in greater detail at the end, as well as the operation of the System Headquarters. The information given for each library is not uniform since the librarians often emphasized different aspects of their service and the interviewer did not always ask all of the same questions at each library. Therefore, omission of mention of certain materials in any one library should not be construed to mean that those materials were not there. All of the libraries have pamphlet files, telephone book collections and files of college catalogs. These will only be mentioned if they require some special comment.

ALTADENA

The Altadena Library District Library, serving a population of 42,605, is housed in probably the most attractive of the smaller library buildings. Built on an old estate, it has taken advantage of the beautiful landscaping already there. The feeling of openness and space is enhanced by the narrow windows beneath the ceiling which give a glimpse of the stately pines outside. Floor carpeting, which seems to be almost universal now, adds to the feeling of luxury and comfort. Federal funds made this building possible.

The population of Altadena is largely white middle class and traditionally has included some fine Negro families who have always been made welcome. The proportion of Negroes has increased drastically in the last few years, as it has in adjacent West Pasadena. This fact has been recognized by the recent election of a well educated and highly qualified Negro to the Library Board and by the employment of several Negroes on the staff. The Library is currently buying everything available on the Negro and unfortunately finding that it disappears very fast.

The new building has created new demands and new materials, such as recordings and financial services, have been added. The latter were financed by System grants. The special table that has been set up for business services includes Moodys' Manuals and Handbook, the California Manufacturers Register, Thomas Register, material on mutual funds, buyers guides, etc. as well as the Statistical Abstract and Facts on File. Aside from adult use of the business services, the reference work is limited almost entirely to students, most of whom are at the high school level. There are also a good number of elementary students and some from the Pasadena Community College. The heaviest demands seem to be in the social sciences and arts, especially crafts. The Library depends on Pasadena for specific art questions such as biography of artists, identification of glass, art works, etc., and for music, including classical sheet music. It should be noted, however, that McGraw Hills' Encyclopedia of World Art is in the reference collection. Many art books that might be kept as reference in a larger library are circulated here to give them wider use. Book selection for the Library is done by the Head Librarian with the assistance of the reference staff. A record is kept of books and subjects which are not in the Library, including every book requested from the System, and they are considered later for purchase. Tanning of leather, for example, was a subject recently noted as lacking. The Los Angeles Public Library new book and replacement lists are checked for purchase.

The reference collection is up-to-date and in general well selected for the use which it receives. It contains a good selection of general and special encyclopedias shelved together rather than by subject. Reader's Guide and the Art Index are the only periodical indexes included and they might well be amplified by the Social Science and Humanities Index. A lack of local material in the natural sciences was noted. As mentioned by the Librarian, the general collection needs strengthening in the sciences.

A liberal attitude toward the use of materials seemed to be working well. Very few books, except local history, were under lock and key. A modest collection of

Californiana and material on the Old West is in locked cases at the back of the reference section. Desk reference books were kept to a minimum. All reference books are circulated over night to responsible serious students. All material from the pamphlet file and the picture file in the childrens room circulate, as well as the college catalogs. However, the historical file for the community was reference only.

The current periodical list includes 168 magazines and is limited chiefly to Reader's Guide periodicals. A list of holdings is at the Reference Desk. Only library professional periodicals and a duplicate file of the National Geographic are being bound. Back issues of other magazines are kept for a limited period in pamphlet boxes and are circulated regularly. The staff reports that patrons accept the fact that a periodical which they want is out just as they accept the fact that a particular book is in circulation. Patrons apparently come from other libraries to use this service. The fact that the Pasadena Public Library is so available to Altadena patrons makes it unnecessary to maintain a strong periodical collection. However, if student use increases, more material will need to be bound and the list expanded. The MCLS Union Periodical List has proved very helpful for referring patrons or ordering photocopies for them.

The newspaper list was well selected and included some out-of-state papers such as Barrons, the National Observer, Christian Science Monitor, New York Times and the Wall Street Journal. Except for the Altadenan which has been kept since 1931, they are all kept for two months and back issues circulated.

The Reference Librarian was alert and interested in improving the collection. She had developed reference booklets on subjects used heavily by photocopying magazine articles. Such subjects as LSD and other drugs, capital punishment, and Black Panthers were available in duplicate form. A ready reference file of much used or elusive information was maintained at the reference desk.

The Adult Public Catalog was divided between author and title entries and a subject file. The staff had mixed reactions about the divided catalog, feeling that patrons did not always know the difference and sometimes missed material that was there. The Children's Catalog was not divided, which seems a mistake, if the adult one is.

The Staff are enthusiastic about the System services. The film collection is used constantly and is much appreciated by patrons who would like an even larger collection to draw on. The materials requested most often from the System are government documents and scientific and technical books. It was reported that such things as hyperbolic geometry were not available from Headquarters or old out-of-print books. The Cal Tech Library has been used for scientific materials and they have been found cooperative. Reference questions sent to System Headquarters from Altadena run the whole gamut from how to cure corned beef for making pastrami to books on learning the Amharic language used in Ethiopia.

AZUSA

The Azusa Public Library, serving a population of over 28,000, is housed in a light pleasant building opened in 1959. Now crowded, they are working on expansion plans but have been granted only half of what was asked for a new building. It is one of the oldest libraries in the System having been founded in 1888. The Library is located in an area largely inhabited by retired people and there is very little foot traffic.

Azusa was originally the banking center for the citrus growers and 17% of the inhabitants have Spanish names. The population is largely conservative, Republican, Presbyterian, and Catholic. It was formerly a shopping center for the area but now shoppers go more to Eastland and Pasadena. The community has a good tax base resulting from small and medium sized industries, such as Avery Labels, which is moving there from Monrovia. It is largely a blue collar area with white collar population living north of Foothill Boulevard. A high percentage of the people live and work in the community. The library has a reciprocal agreement with Los Angeles County.

The Librarian reports that the reading interests are quite general. Anything may be asked for. A staff member mentioned astrology, birds, bottle collecting, computers, and ESP as subjects that had recently been needed. They feel that there are no special strengths in the collection but at the present time they are concentrating on strengthening the material in the 500 and 600's. Prior to World War II there had been a Jim Crow attitude in the community toward the Mexican-Americans. They had even been segregated in the theaters. At that time they were not heavy users of the Public Library but now the young people are using the library more. The senior working Mexican-Americans are now users of the materials in the Arco Civil Service series. A Spanish collection, which is mostly fiction, has been built up but it is used by students, not by immigrant families.

The book collection is being reclassified from Dewey to Library of Congress classification. For a library this size (about 60,000 volumes) the change seems questionable. The Librarian, however, feels that it is more practical and easier to adapt to State Library processing which they use. The two classifications cause confusion in the book collection but of course this is inevitable, if such a change is found necessary. The Public Catalog is a divided one.

The reference collection gives the impression of being somewhat disorganized, partly because of space limitations which make it necessary to put some materials together by size, partly because of the two classification systems and partly, perhaps, because there is no professional reference librarian on the staff. The collection itself is well selected for a library of this size with most of the basic reference books being available in recent editions. As with several other libraries, there were no books or encyclopedias in the reference collection on photography. The encyclopedias, both general and special, are well selected. A small business section included Standard and Poor's Listed Stock Reports, Moody's Handbook, California Manufacturers, Thomas Register as well as some other investment reports. The collection is used largely by retired people and personal investors.

Government documents are ordered from the twice monthly Selected United States Government Publications and include, for example, the Congressional Record and Index, Small Business Administration Reports, Atomic Energy Commission Report, the Monthly Labor Review and the Department of State Bulletin.

There is a pamphlet file which includes a separate biography file. A separate career file with index includes the Occupational Guide published by the California Department of Employment, as well as other material. There is also a file of art reproductions which circulate and a picture file including all types of illustrations. A small college catalog collection was in poor condition.

The magazine collection is limited almost entirely to those indexed in Reader's Guide. The question of the availability of periodical indexes will be discussed later in this report. The list of periodicals in the Library with the holdings, is displayed on a post in the Reading Room as well as at the desk. With the exception of the current issues, the last three months of monthly issues and the last two months of weekly issues circulate. They are then set aside for binding. Certain of the most popular titles are kept at the Circulation Desk and identification is required because of heavy losses. The newspaper collection includes the Azusa Herald which is indexed and on film and out of state papers such as Barrons, Christian Science Monitor and the Wall Street Journal. System funds have been used to buy the New York Times on microfilm and the New York Times Index.

The heaviest use of the reference collection is by high school students with junior college next. College students in the area seem to use their college libraries as well as the Public Library. The public schools all have libraries and the teachers use the School Districh Curriculum Center which provides books, periodicals and audio-visual material. In the Children's Room, aside from a good selection of youth encyclopedias, there is a set of separate issued of the National Geographic arranged by subject in pamphlet boxes.

The only special collection in the Library is the California Room, which houses current as well as historical California material on all subjects relating to the state. It would seem that much of the material would be more useful if it were in its regular place in the circulating or reference shelves.

Azusa has made very few requests to the System Headquarters for reference information. Two questions recorded recently were in the realm of government interest - the minimum size for jail cells for men and for women and whether there were wolf bounties in the county. The use of System films is increasing constantly. The Library owns very few films but belongs to the Public Library Film Circuit. For nominal fee they are booking and inspecting the films for Glendora which has no room for this service.

The Library needs more professional staff and more space but seems able to maintain a book collection that meets the needs of the community at the present time.

BURBANK

The Burbank Public Library, founded in 1938, is the latest Library to be added to the MCLS System. It is housed in an attractive modern building, opened in 1963, which conveys a feeling of light and space with carpeting throughout to add to the comfort. A large circular Reference Desk faces the front doors of the service area and is adjacent to the divided Public Catalog so that it is easy for the patron to find help as soon as he enters the building. Staff feel, however, that the main reference collection against the far wall is inconvenient and inefficient, particularly for handling telephone calls. The book charging and return desks are in an outside foyer between the entrance doors. It is one of the largest libraries of the System with a book collection of 229,980 volumes and three branches.

The population served is characterized as lower to upper middle class at the technician level of employment with good educational background. Minority groups are almost non-existent - nine Negro families and a few Mexican Americans. The Japanese who used to be part of the agricultural community have left. It is a community of older people and shows a decline in the children's population. Young people with families are moving to newer communities where houses are cheaper and larger. The largest industries are the Lockheed-California Company, the movie studios - Walt Disney Productions and Warner Bros.-Seven Arts, Inc. - and the National Broadcasting Co. Headquarters. Lockheed has its own Library with strong collections in its field and does not use the Burbank Library to any extent. The movie studios and NBC, however, depend on the Library when they are researching new pictures and TV presentations, even though they too have libraries of their own, with Disney's picture file being particularly outstanding. Quiz programs demanding answers to factual questions, interview programs and "Laugh-In" make most frequent demands on the reference staff. For a quiz show, the staff were heard pursuing the name of Pinocchio's cat, which apparently turned out to be "cat." As in most libraries students make up the bulk of the reference use. It is largely limited to elementary and high school grades here since there are no junior or senior colleges in Burbank. Students from outside colleges do, of course, use the collections if their home is in Burbank.

The Burbank Library has reciprocal arrangements with Glendale and the Los Angeles Public Library so that patrons of all of these libraries may use the facilities of the others. The Brand Library of Art and Music, which is a specially funded part of the Glendale Public Library, is particularly valuable to Burbank patrons and makes it unnecessary for Burbank to have strong collections in these fields.

The one strong special collection at Burbank is Western Americana including Californiana. It comprises not only books but cataloged pamphlet material and clippings. A special index to the Western History Collection occupies 11 drawers in the Card Catalog. Except for some rare items in a glass case, the book collection circulates. The person who had organized this collection has retired and there is no longer anyone responsible for it or to promote its use. The present Library Administration feels that too much money and staff time has been put into it for the amount of use it receives and quite rightly, are trying to decide on some good disposition for the collection. Current California items such as natural science are available in their logical place in the regular book

collection. Small but interesting collections of H. L. Mencken and D. H. Lawrence have been purchased and are available for loan to System Libraries. A circulating collection of foreign language paperback books prominently displayed on a "drug store" rack near the front entrance, is an interesting innovation.

The staff at the present time are working on some known deficiences in the Library collection, such as the technical fields, management, and psychology where the demand is very heavy. Each professional staff member is assigned specific sections of the classification. Requests for books not in the Library are evaluated and purchases are often made after two requests. Weeding of the collection was started last summer and will continue as time permits.

The Burbank Library has a fine periodical and newspaper list. The holdings and location are shown on a Visible Index at the Reference Desk and are also available in printed form for consultation. This list also shows the periodical indexes in which the title can be located. At the present time the Burbank holdings are not included in the MCLS Union Periodical List, 1969, but will be included in the new edition. The most frequently used periodicals particularly those indexed in Reader's Guide are bound. Except for the current issue, monthly magazines circulate for 6 months and weekly for 3 months. In the stacks are such long runs as the North American Review, 1879-1900, the Overland Monthly V.I., 1868-1875; 1883-1934 and Harpers Magazine 1850-date. Separate issues of the National Geographic arranged by subject are available in the adult section. The 21 titles in the newspaper list include such out of state papers as Barrons, Chicago Tribune, Christian Science Monitor, Denver Post, Kiplinger Washington Letter, Manchester Guardian, New York Times, Saint Louis Post Dispatch, Wall Street Journal and Washington Post and Times Herald. The New York Times Index is available from 1966 to date.

An extensive Vertical File back of the reference desk is crowded but well organized. Material on Burbank, Los Angeles and California and the Reagan and Nixon administration is particularly strong. A non-art Picture File contains 8 drawers of portraits alphabetically arranged. In the Business Section there is a separate Pamphlet File containing business brochures and such items as the Bank of America's Small Business Reporter.

Two special indexes in the Card Catalog are being kept up currently - one to collected biography and one to plays in collections.

Since the holdings in Winchell have not yet been recorded for Burbank, extensive notes were made of the reference collection but they will not be recorded here in detail. Suffice it to say that it seems to be a well rounded collection with important new reference materials available and enough background material to give it depth. Examples of such titles are the Oxford English Dictionary, Appleton's Cyclopedia of American Biography, the National Cyclopedia of American Biography, Dictionary of National Biography and Dictionary of American Biography, the Cambridge Medieval History, Woodward's Treatise on Heraldry - British and Foreign and Lacroix's Manners and Dress of the Middle Ages. However, in a Library of this size the lack of any foreign encyclopedias even Chambers or the Canadiana might be noted as well as the lack of periodical indexes such as the Social Science and Humanities Index and Psychological Abstracts.

Like most libraries, frequently used or frequently stolen materials are kept near the Reference Desk. Since this area is large at Burbank, such sets as Current Biography, Worldmark Encyclopedia, Masterplots, Facts on File and the Cumulative Book Index 1928 to date are there.

A newly organized Business Section is proving popular with the individual investor, who often comes in on his noon hour to check the financial material. It is a well selected collection and the following titles are examples of the material available: Moodys; Dun and Bradstreet's Reference Book of Corporation Management, Corporation Records, Million Dollar Directory and Middle Market Directory, the Standard Directory of Advertising Agencies, Register of British Industry and Commerce, American Federal Tax Reports, Prentice Hall's tax and social security series and the U. S. Bureau of National Affairs' Labor Policies and Practice Reports. Civil Service examination material is in the Business Section along with a circulating collection of Arco books.

College catalogs are in the Young Adult Section along with vocational and career materials.

Audio-visual materials are a part of the reference resources of any library and Burbank has one of the strong collections in the System. The 5,849 records at the Central Library are augmented by a fine record collection at the **Brand** Library of Glendale. Literature recordings include such classics as the Canterbury Tales and Antiqone. Language recordings are much in demand, especially Japanese and Spanish.

The Library's collection of 281 sixteen mm. films and 101 eight mm. silent films is augmented by films from the Film Council Film Circuit and now by the System films. While the community is conservative, there is great interest in social problems and a documentary called "The Exiles" on the Indians that came to Los Angeles is extremely popular, as are films on the history of China.

Reference work at Burbank appears to be carried on in a well organized professional way. The staff are aware of gaps in the collections and are working systematically to correct them. Their attitude toward the patron's request is courteous and thorough whether in person or on the telephone. Although the Library has been in the System too short a time to judge adequately its value, the feeling is that patrons appreciate the extended service. One question received recently at Headquarters from Burbank shows the depth of some of the requests. It was for an article on "Turbulent gravitational convection" in the Royal Society Proceedings.

COVINA

The Covina Public Library, built in 1963, is one of the attractive small libraries in the System. It is light and airy and with carpeted floor gives an overall feeling of comfort. The Reference Area, although at the far end of the room from the entrance with the divided Public Catalog between, is easily accessible to patrons.

Covina is a bedroom community in the higher income range, made up for the most part of professional people. Professors, teachers, executives from the small manufacturing plants and engineers from Aero Jet and Cal Tech make up the population. Less than one percent come from the minority groups - Mexican Americans and two Negro families. An increased interest in science is evident as well as business management and financial materials for individual use. Academic subjects are more in demand, than formerly, student use is increasing and the students are more aggressive about getting what they need. Interest in art is intense and the materials are used by both amateur and professional art groups. Fiction has always been in heavy demand and the Library maintains a good collection of the old popular authors, replacing them when possible. The whole book collection has been beefed up during the past year when 12,000 books, almost four times as many as in previous years, were added. These have been carefully selected to meet the needs across the board. The Lions Club gave $10,000 for the reference collection and much of this was used for current scientific and technical books.

The Reference Area is in the process of being reorganized by the capable reference Librarian. A large circular desk provides ample room for the Rolodex visible file showing periodical holdings and for the display of materials of interest to the patron. Shelves in back hold the usual ready reference books or those that need protection, such as Jane's Airplanes and Fighting Ships. There are many directories in this collection, some of which it seems would be more useful placed elsewhere. The reference collection shows the result of the new materials recently acquired. A good selection of general and special encyclopedias was in evidence but reference books on art and photography were lacking. These it developed were all in locked cases in the Browsing Room. It is recommended that this collection be broken up and true reference books such as the Encyclopedia of World Art and many other titles be put in the reference collection, some of the books be added to the circulating collection even at the risk of loss, and only a few of the most valuable be kept locked up.

Copies of the early Reference Shelf series seemed out of date in the reference section and, even though useful for background material, it was suggested that these make way for newer material, perhaps in physics which seemed not to be well represented. The Encyclopedic Dictionary of Physics, 9V. or Harper's Encyclopedia of Science, 4V. would be good additions. The Dictionary of American Biography was in the collection but not the DNB for which they have not felt a need.

A portrait file includes the Gale Research. International Portrait Gallery, which being in black and white, reproduces very well and is useful to students.

Government documents are ordered from the Selected United States Government Publications and the California Monthly List. A standing order with Bernan Associates of Washington, D. D. brings in about 80 titles regularly plus 16 government periodical titles. This is a well selected list of periodicals and may be of interest to others. (Appendix C)

Periodical titles are largely those indexed in Readers Guide which is the only index available. Current issues circulate for six months. A selected number of much used titles are bound and are for reference use only. No index is available for area newspapers but a complete file of the Covina Sentinel is maintained. The Christian Science Monitor has been kept since 1961 and the Wall Street Journal since 1964.

A circulating Record Collection is two years old and very heavily used. Friends of the Library are buying a Childrens' Record Collection this year.

It was reported that use of the System is building up gradually as the public becomes more aware of its advantages. Not as many books are borrowed as previously because of the strengthened book collection but the film service is very popular with patrons since the Library has no films of its own. Reference questions to the System Headquarters follow no pattern and range from a picture of Hernando Cortes' family crest to the dangers involved in using a diathermy machine.

Since children are the reference patrons of the future, Children's Rooms were visited in several libraries and Covina was one of them. A large pleasant room with easy access from the street and the adult area had an inviting atmosphere. A good collection of the standard encyclopedias in recent editions were available for reference use, while old editions were there to take home. The Room served children through the 6th grade although some material at a 7th or 8th grade level was available. An excellent Picture File with each picture laminated and cornered served teachers and adults as well as children and 15 pictures per person could be taken out. Magazines circulate for 21 days, except the current issue. A divided Catalog helped the children to learn to use the adult Catalog. The Librarian in charge reported that children "know so much more nowadays" and are reading at a much higher level. This is particularly true in technical fields where suitable materials are not available.

GLENDORA

The Glendora Public Library, built in 1956, has the lowest per capita support, $3.78, of any of the System Libraries and is the most poorly housed. A new Library of imaginative design is on the boards but at the present time the staff are operating under extreme handicaps. Books are stacked in every corner and on top of the highest shelves. The vertical files have run out of space and pamphlets, on the most used subjects, are in cardboard cartons at the Reference Librarian's desk. The physical arrangement is very difficult for efficient service, with the Reference Desk in the Main Reading Room near the divided Public Catalog and the reference books in a separate room. To add to the confusion, the decision was made some years ago to change from Dewey to the Library of Congress classification. The present Librarian feels that it is a mistake for a collection of this size but the work has gone too far to retreat. Therefore, much of the material is in two places. Without underestimating the problems, it seems as though some better temporary arrangements might be worked out to facilitate reference service. For instance the whole file of Current Biography, including current issues, was literally out of reach on top of wall shelving.

Glendora is a family bedroom community, largely white collar. The more affluent residents live in the northern section against the foothills. The middle and lower income families, many of them young and newly married, live in the southern section. These families are composed of young executives but the professions are also well represented - doctors, teachers, and attorneys. Many retired people also live in the city. There are very few multiple dwellings and the property taxes, as well as all prices, are high. The educational level is high and most students go on to college.

The Library serves about 20 schools - elementary and secondary, both parochial and public. The latter have their own library in each school with a trained clerk in charge. Glendora is also surrounded by colleges. Azusa, Citrus, Mt. San Antonio are all within range, not to mention the Claremont Colleges only eight miles away. The Library wishes to attract students but with the present facilities this is difficult. There are only two tables in the Reference Room for study and the discipline problem seemed to be causing trouble.

The collection had been badly in need of basic materials and up-dating and there is evidence that this is being carried out. However, such a basic tool as the Biography Index is lacking and the latest volume of Facts On File is 1964. New editions of many continuations are now on standing order, which should correct some of the problems. The A.L.A. Reference Books for Small and Medium-sized Public Libraries is being used as a guide for filling in the collection. So far System money has been spent entirely for reference books. Among the older important sets available are the Dictionary of National Biography and the Oxford English Dictionary. A good selection of general and special encyclopedias are in the collection but Readers Guide is the only periodical index available. California State Employment Briefs, up-dated constantly, are in the vocations file along with some older material which ought to be discarded. Aero-Jet lay-offs have caused an increased interest in this material. A small collection of business and financial services are used mainly by personal investors and City

Hall. The Library has no special collections but hopes to start one on historic California. The college catalog collection is limited to California. Psychology and Eastern religions are subjects reported to be much in demand at present.

At the present time no current binding of periodicals in being done pending a decision on what to keep and whether to go to microfilm. There are rather long bound files of America, Antiques, Business Week, Commonweal, Harpers, Holiday, Life, Look, etc. The basement storage is full of unbound files many of them not indexed but of some potential value. After the current issue, periodicals circulate, except for a few in heavy demand for school assignments, such as Vital Speeches and Senior Scholastic. The local Glendora newspapers and the San Gabriel Valley Daily Tribune are now on microfilm.

Patrons are pleased with the increased resources the System offers and so far have received nearly everything requested. The book requests are checked by the Head Librarian, who does all of the adult book selection, and if the same title is repeated, it will be considered for purchase. Reference requests to the System Headquarters are quite frequent and cover a wide range of subjects, such as how to read drum music, running a pet supply business and the amount of money spent on business sponsored in-service training.

MONROVIA

The Monrovia Public Library, founded in 1908, has just completed a 2,400 square foot addition to its twelve year old building, putting it in an admirable position to improve its collection. The make-up of the population is changing from an upper income group to a mixture of blue collar workers. Fifteen to twenty percent is now black, about half of them belonging to old families, the others, brought in by light industry, form pockets in the city. The economics of the downtown area is deteriorating as shopping centers have sapped their business. Library patrons are chiefly elderly people and high school students with a few students of Citrus Junior College and Pasadena Community College using the facilities. Demand for business material is increasing as books, periodicals and other resources in this area are purchased. A separate publicity program is bringing information to the business community. In the last few months almost $4,000 has been spent for collection enrichment in business materials. The educational level of the community has shifted. Fifteen years ago it was an intellectual community with a strong interest in education. Now, many of the newer people are interested only in children's services and are reluctant to change their own habits. Paperbacks, which are not cataloged, now make up 10-15% of the circulation. The Library has a reciprocal agreement with the County and serves about 2,000 people in that way.

The reference collection conveniently located near the entrance is of comparable size with other communities in the same population range. It is not strong but, because of the make-up of the community, it probably needs filling-in chiefly in the areas of concern to students and young people. The Social Sciences and Humanities Index would be a good addition, along with more of the periodicals that are indexed in it. Back files of periodicals are not maintained - one to three years being the usual period held - althought there are bound files of National Geographic and Time. The decision has been made to go to microfilm as soon as funds permit and efficient reader-printers can be obtained. It would seem that a selection of much used titles should be retained for longer periods in their original form, if school needs are to be met. A Visible Index of periodicals, showing holdings, is on both the Reference and Circulation desks. A small section has been set aside for business leaflets and periodicals, including Barrons and the Wall Street Journal. Since most of the business interest is in stocks, this meets the needs reasonably well. A selection of out of state newspapers are available and the Monrovia News Post is preserved on microfilm from 1907 to date.

A Californiana collection is in a glass case. It has been evaluated for those of historical importance. Other California material is in the regular adult collection.

The only professional librarian, besides the Head, is the Reference Librarian, a recent library school graduate. She is interested and alert and anxious to organize the materials for more efficient use. Material frequently asked for is noted, such as the need for more material on color TV and a ready reference file of difficult questions is being prepared.

The Monrovia Library is heavily oriented toward audio-visual materials. It has a large collection of records and tapes for free circulation. Framed art prints

are available at a small fee. The library owns 26 films and has 41 more on deposit in the 16mm category; also available are 65 super 8 sound films. There are eight projectors available for home use - no library in the state has more.

It is felt by the Librarian that the System is used chiefly for films and inter-library loan and that the staff cost, estimated at $10,000 per year, is rather excessive. Reference use of the System is low and should be increased by the staff at the Monrovia Library. However, System records show a number of important reference questions recently referred to Headquarters, several of which required use of state and federal documents.

Since children are an important segment of the Monrovia population some time was spent with the Children's Librarian, who is carrying on some imaginative programs. Young adult material is not segregated in this Library and the Children's Collection goes through the 7th grade. Subjects of greatest interest are science, especially space and ocean exploration, and Africa. More advanced assignments require books on racial problems. Children are no longer so interested in fantasy books - instead they want today's information. There is renewed interest in children's periodicals, which have become of better quality and a slowing down of paperback demands. Teachers magazines such as American Education, the Instructor and Today's Education have been moved from the adult collection and are much more heavily used here by the teachers. Both current and back issues circulate. The National Geographic Magazines put together by subject by the Angwin Publishing Co. are also available here. Encyclopedias circulate, even the Merit Students Encyclopedia and Our Wonderful World.

MONTEREY PARK

The Bruggemeyer Memorial Library serving Monterey Park is a spacious modern building situated in the Civic Center area. Build in 1960 it serves a population of 50,000 with a fairly good per capita support of $5.39 and has reciprocal agreements with Alhambra. The Library is on one floor with the Reference Desk and collection conveniently located near the entrance. Monterey Park is 65% a bedroom community, with the bread winner commuting to Los Angeles and surrounding areas. It is an upper middle income area made up partially of junior executives and college professors, who teach in the colleges, bordering on the city limits. The community is college minded with 75% of the students going on to at least two years of higher education. The economy of the city depends on light industries, such as electronics, lithography, cleaning chemicals and service plants. An effort is being made to attract big business. Racially it is 30-40% Americans of Mexican descent, a fairly large Oriental group and two Negro families. The Orientals come to the Library as a family, but as was noted, in Azusa, the Mexican-American children use it but their families do not.

Businesses in the area make few demands on the Library since they are not involved in research. There is private interest in investments which finds Moody's of the most value. However, other business services are available such as Dun and Bradstreets' Million Dollar Market and Middle Market, Value Line and Fundscope.

There is heavy demand from the suburban housewife for books on the best seller list but students account for 50% of the Library's use. This ranges from junior high through college for those who live in the area, with elementary students using the adult collection when necessary. The Library charges no out of town fee so outsiders have access to its materials from as far away as Long Beach. It serves the low income area of South San Gabriel, where the children may be in the same school district as local children.

The Library has a large Young Adult Collection, which contains circulating encyclopedias, both reference and circulating copies of the Life Nature Library and Life Science Library and the Time-Life Library of America. The college catalog collection is housed there, as is a list of short stories in collections.

The only major subject collection is an inherited Californiana Collection of considerable extent, including maps, which is housed in a locked case. Current California materials are on the regular shelves. The Telephone Directory Collection is noteworthy in having 8 shelves of foreign telephone directories representing the leading cities of Europe, Asia, Australia, etc.

Monterey Park is a selective depository for U. S. government documents and has an impressive collection of both federal and state documents in the Reference Room. Examples are: U. S. Treaties, 1951-date; Yearbook of the United Nations, 1954-date; the complete Warren Report; the National Library of Medicine Current Catalog; Research Grants Index; International Conference on Water for Peace; Congressional Hearings; House and Senate Documents; etc.

The Pamphlet File and the adult and children's Picture File have all been integrated into one file adjacent to the Children's Room. The Gale Research International Portrait Gallery, with its own index, is in a separate file. The Deadline Data service, found in only a few libraries, is said to be well used by students here. A biography file near the Reference Desk indexes the collected biographies in the Library. The Dictionary of American Biography and the Dictionary of National Biography, in reprint form, provide background material for biographical reference work. Placing of the Book Review Digest under the Circulation Desk seems a questionable practice, when it should be used so frequently by students. It is more understandable to keep Masterplots there, as many libraries do.

Current periodicals and newspapers are displayed in a separate Reading Room. Periodicals have not been bound since 1965. They all circulate except the National Geographic which has been bound. Unbound magazines are kept in pamphlet boxes. A Rolodex file at the main desk shows periodical holdings and where they are kept. Teachers' magazines are in the Children's Room in this Library also. A subject index of the periodicals held by the Library is also on file. The local newspaper, Monterey Park Progress, is preserved on microfilm from 1922-1968 and American Heritage is available on film from 1954-1967.

The Library seems to have rather strong reference resources to draw on with a good selection of general and special encyclopedias and more periodical indexes than other libraries of comparable size. Nevertheless records show that it has referred more questions to Headquarters than most of the other libraries. An examination of these questions leads to the conclusion that many of them could have been answered from the materials at hand. It would seem, therefore, that there are not enough staff sufficiently trained to make full use of the resources available.

Before joining the System, Monterey Park had had teletype connections with the State Library and other libraries in the country as well. In general they are getting materials faster from the System than previously. However, the staff member handling interlibrary loans feels that public relations may be worsened because, if material is not available from the System and the request has to go to State eventually, it has been delayed longer than if it had gone there at once. She would like to see an expression of opinion from patrons on the subject.

The general collection seemed to be in poorer condition than in other libraries visited. A large and good looking art collection was in great disarray with books falling in all directions. And while there were many current books on all subjects in evidence, there were others that should be removed to storage, if not discarded. Such books as Audel's Plumbers and Steam Fitter Guide, 1949, Handbook of Home Plumbing, 1953, Second Year Algebra, 1953 and Chemistry Made Easy, 1947 could produce a lot of misinformation.

PALOS VERDES

The Palos Verdes Library District Library serves the largest area in square miles of any System library. It includes three cities and the unincorporated county territory within its boundaries. The new Library opened in 1967 is in the center of the District and is part of the Peninsula Shopping Center. Located on an elevation above the street, the entrance to the Library is at the back with parking facilities above and below. The whole library operation is carried out on one floor, which gives an open functional aspect to the building, but does result in some offices without windows and lack of storage space for older materials.

The Library has by far the highest per capita support of any library in the System, $13.93. Marineland is within the District and is a heavy tax payer. The only industry is a branch of North American Aviation - one of their "think-tanks". Business activity is confined to the shopping centers. The community grew very rapidly after World War II and is composed of people in high income brackets. In fact, many of the library staff live outside the area because it is too high priced. The residents are professional people and engineers and managers from the aero space industry. The scientists employed at TRW apparently use their own special libraries. Writers and artists are well represented in the community and make unusual demands on the Library. There is probably a higher percentage of people with leisure time here than elsewhere and women use it in art work and collecting. The education level is very high with 90% of the students going on to college. The citizens know and use libraries and ask for everything. The circulation average is 16 books per capita while the state average is only 5. Because of the wide area covered, a new branch is planned for the eastern end of the Peninsula. It is expected that the District will remain largely residential but there is a move to increase the density through high rise apartments. The unincorporated areas may form a new city in order to control zoning. The population is stable with relatively few transients in the District and there seem to be no noticeable changing trends in the demands made of the Library. Everything that is offered is taken. For instance, 100 new prints for six weeks' loan were put out on a Wednesday and were all gone by Saturday. They are in plastic covers and metal frames and were a gift of the Friends of the Library.

Student use of the Library is high, probably amounting to 40-60% of the total use. They come from surrounding colleges for class material and research, as well as from the local high schools. It is felt that the student assignments are up-graded here even more than in most communities. Many adults also are enrolled in extension courses locally or in Los Angeles.

The reference staff at Palos Verdes is large and the collection is well organized. There is a fine collection of encyclopedias, one new edition being added each year. The periodical indexes lack only the Education Index of the major ones. They have not felt the necessity to cater to teacher needs in books or periodicals but now realize the need for some of these materials. The number of periodicals subscribed to was augmented in 1968 and now is among the highest in the System and shows a wide range of subject coverage. The unbound issues, after the current one, circulate but the bound volumes do not.

A Visible File, near the periodical indexes, shows the periodicals and newspapers currently received with the date of beginning the subscription and a subject index of periodicals received. The MCLS Union List is kept with the indexes also, which might well be copied in all libraries. The New York Times Index is now available from 1963 and the New York Times on microfilm from 1913. A subject index to the Palos Verdes Bulletin has been compiled and since 1969 serious articles in Playboy magazine are indexed.

Many handbooks, usually considered reference such as the Agriculture Yearbook, are here put into circulation. Reference pamphlets and copies of periodical articles, some borrowed from the State Library, have been gathered together in packets on subjects in heavy demand, such as capital punishment, the electoral college, and the voting age. A large, perhaps too large, ready reference collection is kept back of the Reference Desks where there is very ample shelf space. The rest of the reference materials are shelved together with back issues of almanacs, the Statistical Abstract, etc. filed with the current ones. Apparently this is because there is no storage space where they would be accessible at all. As an experiment, biography is being divided by subject and the staff apparently have mixed feelings about it. There is no California collection and books appear in their regular places on the shelves, some circulating and some reference. However, a collection of local material, chiefly pictures, is being organized in a separate room. A good collection of miniature music scores, acquired through gift, is maintained but for regular scores dependence is placed on Los Angeles. A Picture File with illustrations on all subjects is just being organized.

The divided Catalog also houses a very extensive index of literary criticism, mostly American and British, from books in the collection. The file is alphabetical by author with general criticism preceding criticism of individual works of an author. This was compiled in slack time during the summer and is of great help in work with students. It has also been found useful here to file a duplicate copy of order slips in the Public Catalog under title.

The Business Collection is a particularly strong and active one, used chiefly by personal investors and students. It includes all the standard services such as Moody's, Dun & Bradstreet directories, Standard & Poor 's stock reports and industry surveys, etc. and other materials brought together here. These include Rand McNally Commercial Atlas; buyer's guide issues of magazines such as Plastics World and Chemical Week; Thomas' Register Of Manufacturers; Bests' Insurance Reports; the Commerce Clearing House Federal Tax Guide; and Who's Who In Commerce And Industry. The Wall Street Transcript, costing $6.00 for each weekly issue, is here. It has a cumulative index and is particularly good for tracing speeches of executives. Also to be found are the Trend Security Charts from the Securities Research Co. and Fundscope both costing $45.00 and published monthly. It is estimated that the filing of current material in this Collection takes about 5 hours per week.

The staff report that subjects much in demand are literary criticism, astrology and occultism, current affairs, narcotics, business materials, the physical sciences, and the 700 [illegible] with particular emphasis on architecture and landscaping. Procedures are bei[illegible]orked out by the Administration for all librarians in the adult service to be responsible for sections of the classification and to participate in book selection, weeding, replacement, etc. It is felt by the staff that

there are fewer routine questions asked, such as population statistics and sports records, than in many libraries. Telephone business is rather heavy but much of it is the "do you have?" type.

The System is used heavily for interlibrary loan which the staff are conscientious about suggesting to their patrons. It is felt that there is a problem with teletype congestion and if there is a hurry, they frequently telephone their near neighbors, Redondo Beach and Torrance. Since the Library has no films of its own, the System film service is heavily used. Questions asked of Headquarters show a wide range and fall into no particular category. The treatment of left-handedness in the brain damaged child, books on polygamy for student use and the street address of all the Serra missions are a few examples.

POMONA

In 1965 the Pomona Public Library moved into its beautiful new building in the heart of the Civic Center. It is three times larger than the Carnegie Building which preceded it and now holds more volumes than any library in the System. The main service area is on one floor with administrative offices, processing, storage and special collections on the lower level. The organization of the collection is a uniques one, designed to break up the sharp distinction between reference and circulating materials. The Library is in the difficult position of being too large to handle as one collection and too small for complete departmentalization. The Director, and some of the staff, feel that this attempted solution is not entirely a satisfactory one, while others feel that it is working very well. Basically there are four main adult service areas designated by desks rather than by name.

Desk A - Information Desk near the entrance

Desk B - Periodical and Newspaper collection

Desk C - Business and Industry - books in the 300, 500 and 600 numbers

Desk D - All the other classification numbers and fiction

In all areas the reference and circulating books are filed together, with some shelves (a growing number) near the Librarian's desk, reserved for general encyclopedias, dictionaries, handbooks, directories, etc. The staff of 15 professional librarians move from one area to another in their desk assignments, except for some specialization in assignment to the business and industry field. It is questionable whether this method encourages the staff to know the collections in enough depth to fully utilize the material potential. Combining the circulating and reference books certainly encourages greater use of the total collection but it does require more walking for the librarian needing a simple answer from a specific reference book, which may be far from the desk. Staff reacted both favorably and unfavorably to this arrangement.

The area served by the Pomona Library has been a fast growing one until recently when the shortage of housing has slowed down the growth. It was originally dependent on the citrus industry but is now industrially oriented, but not to heavy industry. General Dynamics, making missiles, employs from 5,000 to 9,000 people. The Wayne Sweeper Co., making most of the street sweepers used in the United States is here. There are two paper plants and a newsprint reconversion plant as well as plants making components for aircraft. It is no longer the commercial center of the area since shopping centers have taken away the retail sales. It is being actively developed as a financial center with regional offices of large companies located here. County, state and federal offices make it a legal and judicial center as well.

Pomona has kept its own identity and is less a bedroom community than many others. The residents belong to the lower part of the income scale with the more affluent living elsewhere, such as Claremont. The educational level is high and the city is surrounded by colleges. California State Polytechnic College in Pomona was originally oriented toward agriculture but now has expanded to marketing, agricultural economics and has a strong science and engineering department. However, more than half of the Cal. Poly students commute using their home library heavily. Mt. San Antonio Junior College, with an enrollment of 16,000, equally divided between day and night classes is vocationally oriented and is very important to local industry. There has long been cooperation between the Pomona Public Library and Pomona College in setting up areas of special collections. Student demand on the Library is very heavy in a great variety of subjects both from local elementary and high school students as well as from college students. City schools pose a real problem because the school libraries have not kept pace due to a regressive school administration.

The resources of the Pomona Library are so extensive and so varied that it will be possible only to point out part of the interesting materials and services. Desk A, the Information Desk, near the entrance, receives all incoming telephone calls and answers as many as possible of the quick (3-5 minutes) questions from the 300 volumes at that desk. Others are transferred to the proper area for further help. In person and directional questions are also answered here. The collection consists of encyclopedias, dictionaries, directories, almanacs, college directories, Books in Print, Granger's Index, phrase and quotation books, etc. plus the California telephone books and college catalogs for the area. This arrangement has the advantage of relieving the other desks of routine questions but the danger, inherent in all small collections, of doing too little for the patron when greater resources are available.

The periodical service, Desk B, houses a collection of 10,000 volumes. Every current periodical index, except Music, is represented here, even the very expensive Engineering Index found nowhere else in the System. The collection has concentrated on indexed periodicals, resulting in very long files. When a new title is added, issues from the beginning of the volume have been obtained whenever possible. No periodicals circulate, thus cutting the need for replacement. Two reader-printers are provided in the periodical room. A world Affairs Alcove, supported by the Rotary Club, is housed in this Room. It includes foreign newspapers and popular magazines, mostly in English, from 28 different countries. Back files of this material are now being maintained and teachers are notified of its availability. Local newspapers are available on microfilm as well as the Los Angeles Times from 1900.

The Periodical Room also houses the Book Review Digest and Book Review Index and the older periodical indexes such as Agriculture, Industrial Arts and International. A vertical index lists periodical holdings, showing storage and microfilm items and closed files in red. Ulrich, Ayres, New Serial Titles and the Union List of Serials are also in this Room.

Desk C, the Business and Industry section, actually has two service desks. Its connection with the federally supported Business and Industry project will be discussed with that of the Pasadena Library. Besides the expected encyclopedias and handbooks in the Social Sciences and science and industry fields, there are

materials that are more specialized, such as the Encyclopedia Of Polymer Science And Technology, many engineering handbooks not found elsewhere, the publications of the National Industrial Conference Board and the American Management Association. An effort is being made now to build up the aircraft section and to try a new classification, which will separate the technical books from the pure narratives. Financial material, used mostly by personal investors, includes the services found in the other good collections. Sweets Catalogs, which the Library cannot obtain, is being updated by a patron. All publications of the Institute for Business Planning have been acquired. There is a large law section which includes the legislative bills from Sacramento, not available elsewhere in the area, the Assembly and Senate journals, etc. The Library is a selective depository for California documents, mostly cataloged or in the pamphlet file.

The general collection, Desk D, holds no particular surprises except that it has a wider selection of encyclopedias than many libraries including Brockhaus and the Canadiana. In the early years of the Library both reference and circulating copies of many books were purchased, so this has provided some older books for the reference collection that might not be preserved otherwise. An earlier Librarian was interested in costume and that collection is stronger than might be expected. Granger's Index and the Book Review Digest are duplicated in this area and are on a special index table. A facsimile of the Gutenberg Bible and the Census of the Bible are in the collection. The Deadline Data service is subscribed to but, reportedly, not used very much.

The Public Catalog is a divided one. There is no shelf list in the public area which must create problems in locating the books which are in storage, since there are between 30 and 40,000 books housed in the basement area. These include back issues of reference books, documents and periodicals. Examples of these materials include the Annual Register, 1759-1798; American Historical Society Annual Report, 1890-date; Congressional Directory, 1909-date; U. S. Office of Education Bulletin, V.1 to date; U. S. Geological Survey V.1 to date; Patent Office Annual Report and Index, 1893-date; the U. S. Geological Survey Water Supply Papers, 1869-date; and the 12th Census, 1900-date.

The Special Collections Room on the lower level contains so much unique material that no better report can be made than to refer to the description in the Metro Wiretapper for January 1970 p. 3.

"An entire room of this two-story library is devoted to housing specialized materials dealing with California and local history, with an emphasis on citrus marketing and the development of water companies. Also featured in this "Special Collections Room" is the 60,000 photograph collection of Burton Frasher which portrays the Southwest as photographed by this "Postcard King" in the 1920's, 30's, and 40's. Part of his collection also consists of negative plates taken of local scenes dating back to 1905. Included in the library's photograph and negative files are also the works of prize-winning photographer Loyd Cooper, picture postcards numbering more than 30,000, thousands of newspaper photographs donated by Pomona's daily newspaper, and many historical California photographs presented as gifts to the library."

From the point of view of reference work, the most important fact about this collection is that it has been thoroughly indexed including the ephemeral material. Taped interviews and speeches of locally prominent people have been

recorded and preserved. A unique collection is the 3,000 citrus labels which represent over 500 packing houses in California and is said to be the largest collection in the world. Since the first cooperative marketing of citrus fruits took place in Pomona, it is appropriate to have this collection here. These special collections relating to California history should be a resource for the whole System since they are so well housed and indexed. The present curator is retiring but it is hoped that a successor will be found to maintain and keep alive the interest in these resources.

The Audio-Visual Collection, housed in the lower level, is an important part of the Library material. The film collection, begun in 1953, is the largest in the System and is said to be the 2nd or 3rd largest in the State. For that reason very little borrowing is done from the System. Pomona films are available to System patrons but they must come to Pomona to pick up the film. Other libraries, however, may borrow them for their own programs. There is a small collection of film strips and it is expected that film loops will be acquired next year. The largest record collection in the System is also housed here - over 12,000 records, 10,000 of which are cataloged. Musical scores, classical, popular and miniature, as well as part scores are in the collection but no sheet music is available. There is a collection of 300 art reproductions and a file of non-art pictures, which is particularly strong in costuming. The use of this file has decreased as the school collections have improved.

The Laura Ingall's Wilder Children's Room is a particularly attractive room. Hanging from one wall are the state and territorial flags in the order of the date of their admission to the Union. The identification placque under each was given by a negro church in the community. Small exhibit cases hold dolls, doll furniture and small figurines from children's literature. The room serves children through the eighth grade but may be cut back to a lower grade. Many of the junior high students now have to be referred to the adult section for such material as drugs and smoking. A pamphlet file, separate from the adult one, has material on Pomona, Disneyland, the Hearst Castle as well as school topics. The magazines in this department circulate. Science books, birds, history, American folklore, Indians and books on psychology seem to be most in demand at present.

The Processing Department has a fine collection of bibliographic tools. The National Union Catalog, pre-1956 imprints, was purchased with System money. The English Catalogue, Canadian Books in Print, as well as all the American tools are here. It would seem desirable for a library of this size to have duplicate copies of the CBI 1928-date, and of such magazines as Choice and books such as the Readers Advisor in the service area for patrons and staff to use. Only Books In Print is duplicated upstairs.

Pomona has loaned more books to the System than any library, except Pasadena, according to the statistics for July 1969-February 1970. On the other hand, its reference requests have been the highest in the System for this period. While some of these questions could not even be answered at Headquarters, there were others which should have been answered from their own resources, if they had been thoroughly utilized.

REDONDO BEACH

The Redondo Beach Public Library, in its attractive setting overlocking Santa Monica Bay, was built in 1930. Now, with a book collection of near 100,000 volumes, it is crowded and is in a rather inaccessible location. A feasibility study has shown the need for a 40-60,000 square foot Library in contrast to the present 10,000 square feet, perhaps located in the urban renewal area. Such plans are probably four or five years away, since federal construction money is drying up. Redondo Beach itself has elaborate expansion plans. The urban renewal area encompasses 50 acres and the city's share of the financing will run to ten million dollars. Plans call for the old Pier to be redone to become a counterpart of Atlantic City, a fine shopping area developed and a city parking structure provided to support the pier area expansion. The city is being rezoned for high density land use and the population is expected to double by 1975. It is predominately a bedroom community and recreation area; the moderate climate from the water attracting the retired and recreation oriented. At present the income level is moderate but it is expected that the socio-economic level will become higher. A predominately adult population is anticipated with its present school population stabilized. The city has a good tax base with TRW Systems located there and an Edison Steam Plant, which is undergoing a $90,000,000 expansion program.

For many years the Redondo Beach Library was an oasis in the desert since, until five years ago, Palos Verdes had very little. Now Palos Verdes is ahead in size of the collection and per capita support but does not have some of the older materials found at Redondo Beach. However, the larger reference staff at Palos Verdes makes it possible to develop their collection for more efficient use. The branch library at Redondo Beach is operated as a part of the Main Library with librarians working interchangeably at both places. The Library has a strong older fiction collection, which will be maintained. A warehouse storage depository with daily delivery makes it possible to keep older titles in all fields for patron request. An attempt has been made to maintain strength in all subject areas and good up-to-date material is in evidence. A strong art collection has been developed.

The Reference Desk is adjacent to the children's area and serves that material during slack periods of the day. Reference materials are on nearby shelves but there is very little study space there. Shelves behind the desk hold ready reference books and library materials such as Library Journal, Library Trends, the Horn Book, PTLA and the current CBI. A 20 drawer pamphlet file nearby is in the process of being weeded and is in poor condition. Biography was weak and much of the career material was not up-to-date. Substantial reference sets are in the collection such as the Oxford English Dictionary, the Dictionary of American Biography and the Dictionary of National Biography, as well as the standard current materials.

The general Reading Room is at the opposite end of the building. It contains the periodical indexes, with much of the wall shelving devoted to runs of from 5 to 10 years of the indexed bound periodicals. Older periodicals, indexed in Reader's Guide, and completed runs, are in the basement where patrons may serve themselves. Non-indexed periodicals are in storage but are available. A vertical

index lists periodicals and newspapers in one alphabet with their holdings and locations. There are no periodicals on film. The local newspaper office has a file of the Daily Breeze on microfilm with readers and the Library keeps the Daily Breeze on file for five years.

At one end of the reading room is a rather small business area with representative titles of Moody's, Poor and Dun and Bradstreet. This collection is used largely by personal investors. The Library owns no films and has just started a record collection which is proving very popular.

No reaction was given to System services. The questions answered from Headquarters cover many fields but several seem to relate to government i.e. California fair housing law; public lands available for homesteading in California; the Church act on racial discrimination and the Brown act concerning city employees.

SANTA FE SPRINGS

The Santa Fe Springs City Library is a young library serving a fairly new city, incorporated in 1957. The attractive building, opened in 1961, was the first facility in the Town Center and soon became the hub of the new community - "a municipal library tailored to the needs of the community."

The city is an industrial community with many people in the skilled workman or mechanic category. It is the opposite of a bedroom community with more people there in the day-time than at night. It is a trucking industry headquarters, which is very hard on the streets. Local industries make no demands on the Library, except for some simple questions from their company librarians. Much of the population is Mexican American and many of these women work in a potato chip factory. Spanish books have been purchased for them but they cannot or will not read. A redevelopment area for these people is being planned which will bring in 300 or 400 families. A branch library may be developed in that area later.

The greatest use of the Library is from students and these are chiefly high school and junior college. Telegraph Road, used heavily for trucking, is a barrier for younger children living on the other side. A branch, for children only, may be built there later. Students from Downey, with which the Library has a reciprocal agreement, use the materials extensively. The Mexican American students, mostly boys, are well behaved and cause no discipline problems. They know what they want and often come to read magazines and newspapers. They are interested in Mexican American affairs. High schools served, besides the public, are Catholic, Lutheran and Seventh Day Adventists. Night school classes bring adult students to the Library particularly for materials in the fields of political science, sociology and psychology. Civil Service tests, plus the supporting material in the subject field, are heavily used. Many people are working for high school diplomas and taking high school equivalency tests. Such requests often need older, simpler textbooks and the need is felt for storage space to keep such materials for remedial work with students. This probably should be considered on a System wide basis.

A very good selection of encyclopedias and periodical indexes are available for a Library of this size. Several special services are maintained and the question should be raised whether the money could be better spent for books. One of these services is the Bobbs Merrill Reprint Series, which indexes the materials reproduced, by general subject and author. Some of the subjects included are anthropology, life science, European history, psychology, and political science. Another of the files is Deadline Data on World Affairs which is a recent purchase. The 5" x 8" cards may be checked out by students. It is said to be useful for bringing reference books such as Statesmen's Yearbook up to date but, isn't this service being performed by SCAN? Another file is the Monarch Notes and Study Guides with a separate book for each author, ancient to modern. These were filled in from System money, are helpful for school assignments and are reference only. A file of Supreme Court cases, which is kept current, is at the Reference Desk.

Current magazines are on display racks, separated into broad interest categories, i.e., Business and Industry, General Popular, Young People and School, which includes sports, science, etc., and Women's Interest which is located in the

Browsing Area. Older issues are in a back area, while bound files of Life 1938-date and National Geographic, 1938-date are in the reference area. Anything except the most recent copy and bound volumes may be checked out. The New York Times is on microfilm 1960-date and the bound Index from 1920 to date. No local newspapers are preserved on microfilm. At the index table there is a loose-leaf list of periodicals received by the Library, annotated and with holdings and where indexed. This was a special student project.

A California collection includes all subjects, current as well as historical, and fiction. A strong and well selected classical record collection is used extensively by the System.

System money has been used to fill in holdings in the Essay and General Literature Index and the Poetry Index. None has gone for microfilm or audio-visual material. The film program is reaching many people and films are borrowed both from the System and from the Public Library Film Circuit.

City Hall is reported to be well pleased with the response to subjects requests that have been made for them from the System. Not many reference demands have been made of Headquarters but several apparently were for city government offices. Others were material on working with resins, on cryogenics (freezing for longevity) and a 19th century artist - Edward Gratzer. The one professional librarian doing reference work seems to be alert to the needs of the patrons and maintains the service in an efficient way.

SANTA MONICA

The Santa Monica Public Library is one of the oldest and largest in the System. In 1965 the original Carnegie structure was replaced by a beautiful two story building. The main service area of this building is on the first floor with the Periodical Room, the Children's Room and the Administrative Offices on the second floor. The Main Library book collection is exceeded in size only by Pomona and Pasadena.

Before World War II there was a large English population in Santa Monica who were heavy readers. Canadians still come to the Library in good numbers. There is now a small Negro and Mexican-American minority - 4% in the last census. Since the War, the city has become an industrial center for aircraft and computers particularly. McDonnell Douglas Corporation, Rand Corporation and System Development are all here, as well as the manufacturers of Papermate Pens. Rand, System and McDonnell Douglas Corporation have their own libraries but their staffs use the public library also. The families in the area are of a high educational level and support an excellent school system. All schools, from the elementary level up, have school libraries. The area is changing into a high rise, high density community with a very mobile population, especially in nearby Venice. This creates a serious problem of loss in book collection. Many patrons live in Los Angeles but there is no reciprocal arrangement with that Library. Non-resident use was 25% but now those who live, work or go to school in Santa Monica are eligible for a library card. Six high schools are feeders for the Santa Monica City College, which also has outside students, whose fee is paid by Los Angeles. Santa Monica High School has discarded some of its older back files of periodicals, and the West Los Angeles Regional Branch does not keep long back files of periodicals, so heavy demands are made on the Santa Monica collection. Even UCLA students use it for quicker service. Night classes bring adult students to the Library and Pepperdine College, established in 1937, is planning a new Malibu campus which will make new demands. It is estimated that students make up about 40% of the Library use.

Retired people make up another important segment of the population. They use the business services for personal investments and enjoy the Library's public programs. People connected with the movie and TV Studios, free lance writers, artists and musicians are Library users but not as much as formerly. There have been groups interested in metaphysics in the area for a long time who use the library extensively. The Synanon Headquarters are also in Santa Monica and whole families of them use the Library. They have their own schools, their own buses and own businesses, such as gas stations. Emerson's essay on Self Reliance is their bible. The hippie element is present, many of them being very good readers. They are interested in Thoreau's Walden, books on herbs, living in the county, pregnancy, the Book of the Dead and the Zen philosophy.

Outside sources referred to by the Santa Monica Public Library are the local branch of the Los Angeles County Law Library which relieves them of the necessity of maintaining a strong collection of legal material, the Latter Day Saints Library in Los Angeles for genealogy, the Los Angeles Times Library and the UCLA Research Library. The Rand Corporation Library is composed almost entirely of journals and reports and there is no public access.

The 9 1/2 professional librarians assigned to reference service have produced the most highly organized reference materials in the System. Behind the Reference Desk, where two librarians are always on duty, is a large range of stacks which house books kept there for security and the convenience of the staff. Some of the books must be signed for with name and address. Besides the usual ready reference tools, it contains all the quotation books, material on popular subjects such as Yoga and for term papers - capital punishment, abortion laws, drugs, etc. The feeling is that it can be dispersed more equitably this way. Beyond these stacks is the Reference Workroom and the Reference Librarian's Office. The telephone is answered in the workroom, except in the evening, and a cart with duplicate copies of ready reference tools is at hand. Might there not be too strong a temptation to not move out to the general collection to answer questions?

The Reference Office has a file of the World Almanac, 1869 to date on microfiche with a reader and the Thom Cat. Some important index files are also located here, available to the public but not located where they would come to the attention of patrons. These include an index of 34 drawers to short stories in collections by multiple authors, a partial index of the local newspaper, a music index of over 20 drawers, which analyzes vocal and instrumental collections by title with the sheet music color-keyed for identification by type. There is also a local organizations file, kept current by sending a return form postcard to organization each year to up-date their officers. (Appendix B) Another form (9X11)(Appendix B) is sent to officials and prominent citizens to be filled out for a Santa Monica biography file. The Los Angeles Times and Evening Outlook are clipped daily. A selected list of reference books, including books on authors, are kept up-to-date in this way. An obituary file is kept for a few weeks. Purely local biography is kept in the biography section of the Santa Monica file.

A vertical index at the Reference Desk lists the periodicals and newspapers held by the Library with a subject index to the periodical titles.

Other files are in the outside reference area. One is a picture file, particularly selected for painters-landscapes, seascapes, clowns, reproductions of paintings, etc. They are usually illustrations taken from magazines. Teachers sets are not purchased. Included in the picture file are the art prints which are purchased, put in plastic holders with the name of the library stamped across the front of the picture, a good safety measure but very unattractive.

The Library is a depository for Census publications and has the Population Reports since 1910. They have standing orders for series such as Farmers Bulletin and Climatological Data and others are selected from the Monthly Catalog. They are a selected depository for California documents and periodicals. There is a 45 drawer catalog which is a title and subject index for documents and cataloged pamphlets. The pamphlet shelves contain the Foreign Policy Association's Headline Series, filed by number, the Editorial Research Reports, by year and number and Public Affairs Pamphlets, by number.

A California and local history collection, occupying several sections along the back wall, is now being developed as a rare book collection. It contains new editions and reprints from Ward Ritchie and Arthur Clark and one set of Bancroft.

This collection is used extensively by students who seem to be particularly interested in California missions. A second set of Bancroft and material that has gone out of print is under lock and key.

The Business Section contains current business periodicals and many of the financial services such as Moody's, the Business Conditions Digest of the U.S. Department of Commerce, Prentice Halls' Federal Tax Guide and their Estate Planning and the Institute for Business Planning's Tax Planning. The U.S. Code Annotated is also located here.

The Library is very much concerned about book losses but has provided no security at the door. Heavy losses are experienced in the "how to do it" books, in astrology and the occult sciences, as they are at many libraries. To protect particularly valuable or irreplaceable material, an area of the stacks has been enclosed in a metal cage. Most of the art collection is here, as well as expensive books in other classifications. Rare local history items are here, including a scrapbook of local pictures in visible plastic folders, arranged by subject, such as beaches or transportation. A staff member must remove needed material from this locked area.

There is an extensive collection of foreign language books, with the general reading material classified in the 400's with the grammars. The French and German collection is strong and Spanish books on a variety of subjects are being built up through use of the Bro-Dart Proyecto Leer services. Russian books are also being added.

The general reference collection contains important bibliographical tools easily available to the public including the CBI from 1938, Books in Print and British Books in Print. There is a strong collection of special and general encyclopedias including the Grand La Rousse. Depth is given to the collection by the Oxford English Dictionary, Der Neue Brockhaus, Robert's Dictionnaire Alphabetique et Analogique, Thorpe's Dictionary of Applied Chemistry and Kirk-Othmer's Encyclopedia of Chemical Technology.

Because so much reference material is behind the desk or in the locked cage, the general reference shelves seem limited to sets and show a dearth of reference books on all subjects. For instance, instead of having the following materials out where patrons can look at them, they are behind the desk: Chamber's Book of Days, some etiquette books, small foreign dictionaries, the Encyclopedia of Oceanography, sports records, quotations, Contemporary Authors and some who's whos.

The Periodical Room, as mentioned earlier, is on the second floor, which the staff feel is inconvenient for reference work. It is an attractive room with the current issues of periodicals displayed there. The periodical indexes are all on the main floor in the Reference Area, except a duplicate set of the Reader's Guide and one of the Book Review Digest. A list of periodicals published in or about California is also housed here. There are two microfilm readers and a xerox reader-printer, which is operated by pages. The New York Times is on film from 1929 and the local Evening Outlook from 1892. An adjacent storage room holds back files of periodicals and reference series such as Moody's. The Library has a strong collection of bound 19th century periodicals and a separate list of these is available. Two copies of a selection of current periodicals are subscribed to, one to circulate and one to keep for binding. A collection of old fiction is in a book storage area.

The Santa Monica Library started the first Audio-Visual Department in a California public library in 1947 and maintains a strong collection of its own films, as well as a large record collection.

The Children's Room on the second floor is planned to serve children from the pre-school age through junior high school. In practice, it stops generally with the 6th and 7th grades. After the 8th grade students have an adult card for non-fiction. A Folklore Collection, including reference books, serves adults as well as children. A song index, compiled from books in their own collection, indexes the songs by title and by type, for instance Folksongs-Russian. There is an excellent card catalog which lists fiction by subject and for example even gives subject headings to dog stories by breed. A historical collection of Alger and Henty is not included in the catalog but is available for adult study. The young people are reported to be still interested in fantasy here (in contrast to Monrovia), in horses and other animals, science, which requires much weeding, in humor and in scenes in different countries. It is felt that the good school libraries in the city stimulate public library use.

The Santa Monica Library has been a member of the System for about a year and statistics show that it has not used the System as heavily as most of the other libraries, either for interlibrary or reference. The staff seem to be pleased to be able to offer this extended service but, either because of the adequacy of their own collection or the efficiency of the staff or both, they have not needed to call on it heavily. They have loaned more than they have borrowed and there is a feeling that this is an expensive form of interlibrary loan. Greater coordination of reference materials and services between the libraries apparently would be considered a more worthwhile contribution of the System.

SIERRA MADRE

The Sierra Madre Public Library serves the smallest of the System communities. The city likes and supports its Library but cannot provide improvements. The present building is pleasant but crowded, but it would probably be impossible to pass a bond issue for a new building. The whole city needs revitalizing and there is talk of developing a new Civic Center but it is doubtful whether there is a big enough tax base to support such a major project.

Sierra Madre is essentially a lower middle class bedroom community made up of engineering and management men working in surrounding industries, such as the Jet Propulsion Laboratory, and retired people. There are practically no minority groups except a few Mexican-American families. Some hippies live in the canyon area. There is a strong art movement in the town, which probably provides the greatest specialized interest. Friends of the Library hold an Art Fair every year and give the proceeds to the Library.

The aim of the Library has been to maintain a good modern popular collection with some necessary classics for background. There has been no emphasis on any subject area, except perhaps art. The scientific and technical areas have been ignored, since people working in those fields have access to their own company libraries. The Commerce Clearing House tax series was purchased from System funds but is not much used.

School demands from elementary and secondary students are very heavy but have not increased noticeably. The public schools are now a part of the Pasadena school district. Current affairs, literature and modern poetry are being purchased with the student in mind. At the present time an attempt is being made to put more emphasis on purchase in the practical arts. The Reference Desk operates at a para-professional level and the Head Librarian checks on all questions before they are completed.

The reference collection is very heavily weighted toward encyclopedias, both general and special, but of the periodical indexes, there is a complete file of only Readers Guide. It would seem desirable to be more selective in encyclopedias and more inclusive with indexes - at least to subscribe to the current Essay and General Literature Index and to complete the file of the Biography Index. The Rand McNally Commercial Atlas might be another useful addition to the collection. A small pamphlet file is maintained but there is no current clipping being done. Government documents are ordered selectively and either put in the pamphlet file or cataloged. There is no document collection as such or no record kept of them. The Pasadena collection is called on for needed documents.

The current periodical list has a good representation of Readers Guide titles. A few are kept longer than five years and some are bound, such as Time, Life, U. S. News and World Report. Back issues circulate until they have to be put in storage and then they become reference material. The MCLS Union List is found very useful for locating titles and referring patrons to the right source.

A California Collection includes all types of material, not only history but current statistics. Some of these might be more convenient with the ready reference

collection at the circulation desk.

The System money grants have all been spent on non-fiction, possibly 20% of this on reference materials. The requests to the System have been largely for books, with only a few reference requests recorded. It is felt that patrons know what to expect from this Library and go to other libraries for more difficult questions. Reference questions are not recorded but a file is kept of fugitive questions and repeaters.

SOUTH PASADENA

The South Pasadena Public Library is one of the oldest in the System from the point of view of service and still occupies its 1908 Carnegie building. Several additions and remodellings have taken place, the last in 1930 adding a large Reading Room to the front of the old building. Though crowded, the building has a pleasant bookish atmosphere. The Library serves the smallest area in square miles of any in the System (3.44) but has good per capita support of $8.71. It has reciprocal agreements with Alhambra and Los Angeles.

South Pasadena is a white middle class community with only a few Negros and Oriental families. The educational level is the second highest in the System with close to 85% of the students going to college. The college and junior college students, who live in the community but go to schoool elsewhere, use the Library heavily. The strong literature collection, which includes a large drama and Shakespeare section, is particularly useful to them. The science and history material is used more heavily by the high school students. Teachers find valuable material here for literature enrichment courses.

Patrons in the community have many interests. They are doing personal research of all kinds, one for instance on whaling for a museum in Hawaii, or they are writers, illustrators or designers, sometimes getting material here for the Pasadena Playhouse.

The Friends of the Library sponsor art, literature, music and travel programs which bring people in from out of town. Book collections have been built to support these programs. Fiction is not purchased heavily and additional requests for it are met through the System.

Business needs have been building up. As more material has been added, the requests have increased and become more sophisticated. A separate business section is being set up and pamphlets and books will be moved there from other parts of the collection. Moody's and Value Line have been purchased with System money and other services will be added. Barrons and the Wall Street Journal are part of the newspaper collection.

The Californiana Collection includes history and fiction and some old periodicals such as the Overland Monthly. Books relating to California in other categories, such as natural history, are marked with a C before the call number and are on the regular shelves. Some reference books are marked on the inside "Circulate on Request" and filed with the circulating books. The staff can use their discretion in letting these go out of the Library.

Space limitations have had to dictate the arrangement of materials in the building rather then efficiency of use. The Reference Desk and general reference collection are in the front Reading Room. Part of the reference collection, including the encyclopedias and pamphlet files are in the back area. A rather limited, but probably sufficient, number of encyclopedias are available, as well as other basic sets such as the Dictionary of National Biography and the Dictionary of American Biography. Reference material in natural science seemed rather weak.

Government documents, used mostly by high school students, are ordered from the selected lists. California state codes are available but not complete.

The current periodical list is not specialized in any way but is aimed at meeting the demands of the patrons. Current issues are in plastic covers and circulate for one week. A typed list showing holdings is available for the public near the Reader's Guide and the bound periodical collection. Ten to fifteen years of the most used periodicals are in permanent or temporary bindings on the open shelves. Others are in storage. A collection of 19th century periodicals is not used and some disposition should be found for them. The same is true of old sets of history materials, which points to the need for System-wide storage facilities.

The twenty drawer pamphlet file has run out of space and will have to be weeded. A California and South Pasadena section occupies 4 drawers. A picture file, mostly mounted, covers many subjects. Paintings are in a separate file arranged by artists. An up-to-date occupations file is arranged with labels from the Wilma Bennett Occupations Filing Plan and Bibliography, 1968.

South Pasadena owns very few films but has a good sized record collection. Underwritten by the Friends, the records circulate for one week with some records circulating for a 10¢ rental fee. The musical and non-musical records are in separate files, and an index lists them by composer and by performer. The same group have also provided a print collection of over 450 pictures, all of which have been framed, and are displayed from the tops of the book cases. The charge is 25¢ for six weeks and the pictures must be picked up at the Library.

A staff of six professional librarians participate in reference work, some of them part time, and they seem to have a strong feeling for the community needs. Each staff member has a subject field to be reviewed for discard and replacement, as time permits. Reference requests that cannot be answered are written down and kept for further analysis or sent on to System Headquarters. Readers requests are tallied but no separate record is kept of reference questions. All requests to the System are screened by a professional staff member and a few special requests go elsewhere. All requests for material not in the Library are kept and evaluated at the end of the month. Someone from the staff attends the Los Angeles Public Library's book review meetings and gets their purchase list every two weeks.

It is reported that patrons are very enthusiastic about the expanded services available from the System. Their attitude has shifted and they now expect to get books and service from the Library that they might not have asked for previously. Questions covering a wide range of subjects have been sent to Headquarters. Several relate to art interests. Others are, the meaning of the Indian word "Oneonta", information on the Thurston mental alertness test and how to get a page job in Washington, D.C.

TORRANCE

The Torrance Public Library is at present in a completely unique situation. It serves the largest population, 139,000, of the System libraries but has no central building. From 1935 to 1968 Torrance had a contract with the Los Angeles County Library and five branches were developed. In 1967 the city decided to transfer the library services from the county to an independent system. A bond issue was approved to purchase books and build a Central Library and another branch. The development of the collections started in that year and the branches were taken over gradually by the city. In April 1968 the books were all moved out of the first branch and a new collection moved in. At the present time the Post Branch, in the downtown business area, is serving as the central library with the processing center in a building across the street. The new central building is progressing in the Civic Center area and $135,000 is available for developing the book collection. About 50% of the Post Branch collection will go to the Central Library, providing an opening collection of about 75,000 books. Because the branches are being developed first, they probably will have stronger reference collections than needed when the Central Library opens. Reciprocal agreements still exist with Los Angeles County and the Los Angeles Public Library.

Torrance is a high income city with a heavy tax base. The oil industry, computers, electronics and soft ware are all represented here. It is a strong financial center, acting as the headquarters for the South Bay area. Many professional people live in the community and the educational level averages two years of college. The population is predominately white with about 14 black families and a Mexican-American community in a deprived area of the city. A few Negro patrons come from the nearby colleges. The rapid growth of the community is in the young family, which produces heavy student use. At the present time this use is about 70% of the library service. There are no elementary school libraries and there are now four high schools, whose students need supplementary materials. No junior colleges are located within the city but two are in close range, as well as two state colleges, none of which are resident colleges. Adult students also contribute to the demand for materials. At the present time, non-students in Torrance are using the Palos Verdes Library more than their own branches.

The book collection is being developed in all areas at present, steering clear of any special collections. A separate business and industry collection will not be set up until the service has been explored and the need determined. However, some of the basic financial services such as Moody's, Standard and Poors and Commerce Clearing House Tax Guide are now available. Several industries, such as Garrett Electronics, have their own libraries but some of the librarians from the small company and business libraries do use the Torrance Library. Older citizens are interested in art and an effort will be made to meet their needs. An art reproduction collection is started, which will remain at the Central Library. Local artists are not being encouraged to contribute, since the City Recreation Department sponsors activities for them. Falconry books are in great demand and disappear as soon as purchased.

In developing the periodical collection, the decision was made to go to microfilm so that 90% of the back holdings are on film. A new title is not added unless it is available in this form. About 50 periodicals, commonly used, may be provided

in both print and microfilm. It is planned to add 50 periodicals per year until 600 titles are available. There will be reader-printers and six to ten readers in the Central Library. A visible file, at the desk, lists periodicals and their holdings, with 22 newspapers listed at the end. The Torrance Press Herald is on microfilm from 1967.

A good selection of encyclopedias and periodical indexes has been developed. Reprints of many standard reference books and sets are in the collection. Reprints are also being acquired to fill in the material indexed in the Essay and General Literature Index. The strength of the Library will be in new materials which they can offer to the System.

Although the Library has a record collection, the administration is not audio-visual oriented. preferring to put greater emphasis on the book collection. There are no films in the collection except on long term loan. Filmstrips, tapes and super 8 loops may come later. Torrance expects to work with Palos Verdes to exchange collections. The System film service is used and appreciated.

A unique feature of the Torrance Library is its new Technical Processing Center where a Diebold computer has produced an author entry shelf list of the whole system, with the reference titles interspersed with the rest of the collection. A computerized Book Catalog was produced very fast by the city and, because it was a job they were not used to doing, it has not been very satisfactory. By March 1, 1970 a new Catalog should be available divided into author and title and subject volumes, with monthly supplements and quarterly accumulations. Such a catalog will be a useful tool, when distributed to the System libraries.

The reference staff, working under great space difficulties at present, seem to be developing a good general reference service. Informational questions are much more in evidence than in-depth questions but those sent to Headquarters show a wide range. Several seem quite practical, such as information on starting a bakery, on pig farming, on where to get down goose feathers for making a sleeping bag, the art of carving pipes and the repair of lawn mower motors.

WHITTIER

Whittier is one of the largest libraries in the System and also one of the oldest. It is housed in an attractive modern building with sufficient space to take care of current needs. The public service area and administration offices are all on the first floor, with processing and storage on a lower level. The high ceilinged first floor is planned to accommodate a balcony when the need arises for more space.

The population of Whittier, which has increased markedly since 1950, is in the high middle income bracket, somewhat lower than Palos Verdes, but about $2,000 above the national average. It is said that one third of the school children have Spanish names. There are very few Negro families in the community but there is a marked increase in Mexican-American families, who are moving from East Los Angeles to West and South Whittier. An increasing number of Jewish families live in East Whittier. Japanese Americans, who are economically well-off nursery owners, constitute another small segment of the population. The traditional background of the community has, of course, been Quaker and liberal in philosophy and that still gives balance to the city. Clean industries, such as Eastman Kodak and General Mills, have been encouraged but it is not essentially an industrial city. Whittier, noted for being a fine family town, is a bedroom community with most of the bread winners working in Orange County and the City of Los Angeles. It is a financial center with the regional offices of many companies located here. The educational level is high with a large percentage of students going on to college. It is a cultural community which supports orchestras, light opera, and Whittier College Music Department concerts. Many convalescent homes are located near the Library and the adjacent Recreation Center. The city is filled, as far as land occupancy is concerned, and for the future will have to go into high rise buildings.

Early in the 1960's, heavy student use crowded adults out of the Library before the Higher Education Act made it possible to upgrade school and college libraries. Now the adults are returning, although school use is still heavy. The greatest increase in school demands is in the junior and senior high school grades. There are ten high schools in the district where there formally was one and students came from the El Rancho District as well. The larger Library at Whittier is a great attraction. Heavy use comes from college students also. There are 3 or 4 junior colleges in the area. Many students at Long Beach State College live there and Whittier College, with a limited enrollment of 2,500, is not far from the Public Library. The Whittier College Library is inadequate for the College, but it has special collections in Quaker history, Whittier, Nixon and architecture. Their language facilities are available for translation service but the Library is not open to non-student use after 4:00 p.m.

Other library resources in the area include the Chevron Oil Company Library, which has supplied a list of their specialized periodical holdings to which Whittier patrons can be referred; the Orange County Union List of Periodicals which may be borrowed from special libraries, such as the Anercoat Corporation, Nutrolite Products at Buena Park, Richfield Oil Corporation, Research and Development Center at Anaheim and the United States Borax Research Corporation also at

Anaheim; the City of Commerce Library devoted to industry; and the Norwalk branch of the Los Angeles County Law Library, for patrons with specific requests. The Rio Hondo Junior College in Whittier has a reasonably good law collection and a library technician program, from which the Public Library gets one or two laboratory students regularly.

The open reference shelves are conveniently located directly in back of the large Reference Desk and contain a good selection of basic and somewhat specialized reference books and encyclopedias. For instance, the Schaff-Herzog Encyclopedia of Religious Knowledge is there, as well as Kirk-Othmer's Encyclopedia of Chemical Technology and the Psychological Abstracts, a gift from a patron. The Library will keep up these Abstracts since they are used a great deal. On shelves beneath the Book Review Digest and other reviewing publications, are pamphlet boxes containing pamphlets on authors arranged alphabetically. These include Arco Notes from Arco Publishing Co., Wm. Erdman's Contemporary Writers, Barnes & Noble's Book Notes and the University of Minnesota's Pamphlets on American Writers. The pamphlet file also has a large selection on biography, which has not been emphasized in many of the pamphlet files observed. A non-art picture file is used heavily by teachers. The vocational file index is a key to material contained in Careers, Occupational Briefs and the California State Employment Career Briefs. This material is used most heavily by students. Adults use the civil service material and the Occupational Handbooks. There is a large collection of historical California and Whittier material which is entirely reference, and must be used under supervision. When the balcony is built over the reading room this material will be housed there. Current California books may be in either the regular circulation or reference shelves. The large city directory collection is a gift from the Chamber of Commerce.

Whittier has a selected U.S. government documents collection and selections are made from the Monthly Catalog and the Monthly List of California State Publications. Documents are either cataloged or go into the pamphlet file under subject.

A Business Collection contains most of the standard financial services including all of Moody's, Value Line and Mac Rae's Products as well as reference books, such as Walker's Far Western Corporations and the Standard Directory of Advertisers. Thomas' Register and Facts on File are located in this Collection also. This material is used chiefly by students and retired people interested in personal investment.

Short story collections have been gathered together in stacks near the reference desk. Foreign language books are on the regular circulation shelves in the 840 numbers with translations and the original language together. Locked cases near the reference desk hold a relatively small collection of books subject to mutilation or loss. As might be expected in this Library, the Ready Reference File contains a folder on Nixon. The Cumulative Book Index, other bibliographic tools and book reviewing periodicals, such as Choice, Booklist and Library Journal are in a staff workroom near the reference area and are available to the public.

Whittier has a large periodical collection. Current issues up to one year are kept in display cases with a slanted front to display the latest issue and with the back issues underneath. The current issue does not circulate but others do. Thirty-one per cent of the periodicals received are retained in the collection.

Duplicate copies are ordered and sent to be bound immediately. A loose-leaf notebook, located at the Reference Desk, and on the index tables, shows the periodical collection with holdings, location and where indexed. Newspapers are also included with length of time held. The New York Times is on microfilm from 1961 and the Whittier News from 1892. Seven foreign newspapers are a gift of the Lions Club. The general collection of bound magazines in the Reading Room dates from 1940. Earlier years are in the basement storage with some sets stored at the City Hall. Many long runs are available such as Scribners 1924 to 1939, St. Nicholas, V.1 1893 to 1937, National Geographic, 1909 to date, and New Republic, 1920 to date. The storage area also contains other files such as the World Almanac, 1905 to date, Annals of the American Academy, V.1 1930 to date, and Minerals Yearbook, 1954 to date.

Whittier has an active film service of 16 mm films. The collection of films owned by the Library and on deposit is augmented by those borrowed from the Public Library Film Circuit as well as the System and are shown to large audiences each month. Recordings are also in the collection and are being augmented.

A very attractive Children's Area is across the main entrance hall from the adult collection. It is set up to serve children through the 8th grade. However, it is found that the assignments are too advanced for children's books, so many books from the adult collection are duplicated. The Reader's Guide from 1961-date is available in the Children's Area with assistance provided in using it. The magazines for teachers are also housed here. It is felt that the non-fiction books written for little children are good on such subjects as electricity, weather and social studies.

Such magazines as the Grade Teacher and Instructor are filed by month for five years, so that holiday stories and pictures can be easily located. Folders of plastic covered lists supplement the card catalog by listing books about artists, sports, horse stories, dog stories, etc. An index to collected biography, indicating illustrations and portraits, is also available in this department. A separate reading area is provided for teenage patrons.

The professional staff at the Whittier Library have produced excellent results in organizing what appears to be a very functional Library, geared to the community which it serves. A noticeable increase in genealogy questions is reported. School assignments are being given asking students to locate their family crests. There is an increase in student use of plays. Books on falconry are in constant demand with none on the shelves. The staff are glad to offer the extended services of the System to their patrons but up to this time have not needed to use the Headquarters reference services to any great extent.

CHAPTER IV

PASADENA AND THE SYSTEM HEADQUARTERS

The Pasadena Public Library, Headquarters of the Metropolitan Cooperative Library System, owes its start to the Pasadena Library and Improvement Society which incorporated in 1882 to provide library service. In 1890 the city bought property and built a Library which was opened for service on September 9 of that year, making it one of the oldest libraries in the System. The present attractive building of Spanish style was opened in 1927 and in 1967 was expanded with two wings and a Story Hour Room. It is, however, still crowded for space, which affects the collection policies of the Library.

Pasadena is a stable community with people in the upper middle income bracket. In contrast to many south California cities, the population has remained static for the last few years. Large industries have been kept out of the city but at the present time small companies hiring 30 to 40 people are being encouraged. Financial institutations and service industries make up a good part of the business community. Branches of large stores such as Bullocks, I. Magnin, Robinsons and the Broadway, show that it is a retail center for the area. A large number of people live in single houses but the percentage of multiple dwellings has increased markedly in the last 20 years. Retired people make up a large segment of the population and many of these people live in apartments. About 20% of the population is negro. Formerly, they lived in houses in the older sections of the city but they have been dislocated by the freeways and are spreading into other areas. The earlier negro inhabitants were servants or professional people from Los Angeles but during World War II a new group were recruited for business and industry in the area.

Pasadena, one of the oldest communities in Los Angeles County, is noted as a cultural city supporting art, music and theater groups. It is also a center for educational institutions; the California Institute of Technology (Cal Tech), Pasadena College, Pasadena City College and the Fuller Theological Institute, all being located within its boundaries, as well as many other colleges in bordering communities. It has been estimated that 30,000 people are enrolled in adult education classes, day and evening.

The Pasadena Public Library has been well supported, with a per capita allocation of $10.26, second only to Palos Verdes in the System. The book budget has increased every year since 1956 and the Library has a reputation for having material beyond what might be expected of a community of its size. It therefore attracts patrons from outside and it is estimated that they account for 1/3 of its use. The new freeways, however, are taking money off the tax rolls and budget cuts may have to be made, perhaps forcing the closing of less used branches. Because of the cultural tradition of the community, the Library has put heavy emphasis on the humanities. Science has not been emphasized leaving it up to Cal Tech to supply this material in depth, particularly the theoretical aspects. The Library has been able to borrow from there but not the individual patron. The lack of science oriented staff at Pasadena has also contributed to the weakness of this material.

Much the same thing has happened in the business field, although as early as 1956, it was realized that business services should be increased. The Library, traditionally concerned with the humanities, was slow to take up the idea due to space limitations. However, by 1960 the Library began emphasing the acquisition of business materials. The current federally supported Business and Industry Project will be discussed later.

New trends, noted in overall library demands, are black history, increased interest in the social sciences, light industry - particularly electronics, psychology and theater arts. The Mexicanos in the community are becoming militant and are beginning to want material relating to their background. To meet the new trends, new bibliographies are being checked, weeding and replacing is going on constantly and each adult service librarian is given an area of responsibility. The circulation increase of over 11,000 at Central Library in 1968-69 testifies to the steadily increasing use by students and adults.

This Survey of the Pasadena Public Library was made at an unpropitious time. Some radical reorganization had just taken place and the materials were not completely relocated or the staff adjusted. The feeling of resistance to change that was sensed was a surprise in this age of library development. Perhaps the staff had not sufficiently accepted the advantages of the reorganization. Patrons are naturally upset by changes, but a right staff attitude can help them adjust to new arrangements that are for the improvement of the service. The Periodical Room has been given up and current general periodicals located in the large Circulation Hall where a limited number of reading tables are available. Fine Arts, including Music, moved into enlarged quarters which included the old Periodical Room. The former Fine Arts room has become the new Business and Industry Division. Both reference and circulating books in the following numbers have been transferred to the new Division.

310 - 311	Statistics	500 - 549	Physical Sciences
330 - 339	Economics	600 - 609	Applied Sciences
347	Business Law	620 - 629	Engineering
368	Insurance	650 - 699	Business, Technology
380 - 389	Commerce		Manufacturing, Building

After this material was moved to the new Division, the Reference Room was able to house additional materials on open shelves.

Bound periodicals are shelved back of the Reference Room in a newly lighted stack area which is available to the public both from that Room and the Circulation Hall. Older periodicals and back files are in basement storage, as are back files of reference books and titles held for their historic value. Some of these materials will be mentioned later. A Shelf List in the Reference Room indicates which materials are in storage or other special locations.

The Reference Collection in general is easy to use. The staff desk is fairly near the entrance and is adjacent to the stack area. Two librarians are on duty

here at most periods and handle telephone, as well as in person requests. An extension of the main Reference Room accommodates the 900 classification and the United States and California documents. The Californiana Collection containing important historical materials is in locked glass cases in this area. Several tiers of shelves in back of the reference desk hold reference tools, while most of the high loss items are in the Division Head's Office.

The Reference Collection is a strong general collection with excellent background material in the humanities but without great depth or breadth of subject coverage. General and special encyclopedias are well covered and all of the periodical indexes are available except the Engineering Index. The major foreign encyclopedias are here - Der Grosse Brockhaus, Meyers Konversation Lexicon, the Encyclopedia Italiana, the Grand Larousse and the Encyclopedia Universal Illustrade. Foreign language dictionaries are well represented. Besides the usual languages, others that can be found are Irish, Welsh, Scots, Russian - scientific and spoken, Polish, Bohemian, Yiddish, Hungarian, Arabic, Chinese, Japanese, Vietnamese, Hawaiian, Melanesian, Indonesian and Tagalog. In the circulating collection there seemed to be a dearth of books on Latin American literature and a patron was heard to remark on this fact. A spot check in the catalog showed no modern bibliography, eight titles on Mexican literature, seven on Brazilian literature only one of which was published since 1940, and none on Argentine literature.

The Reference Division Head feels that the book budget of over $10,000, which has been going up over the last five years, is adequate. About 807 titles have been added per year, of these 15% being duplicates of circulating books, which are always out, such as astrology and oceanography.

The System grant of $5,000 a year has been used largely in the 100 and 200's and the 600's and 800's. No increased use has been noticed in the science and technology fields and in fact, there has been a decline in questions in these areas. This could be because patrons have found that the materials are not in the Library and the staff are not knowledgeable in these subjects or because there are specialized libraries in the area which take care of their questions.

The Reference Division keeps statistics broken down into "ready reference", "research" and "telephone". Research questions have dropped from a high in 1951-52 of 8,976 to a low of 1,212 in 1964-65, with the largest drop occuring between 1952 and 1958. They have now risen to 1,935 in 1968-69. Have improved school library facilities caused this change or are patrons going elsewhere for more specialized materials? The answer would take considerable study. Ready reference questions during the same period have increased from 23,205 to 35,549 and telephone questions from 13,979 to 16,174, following a national trend.

It is reported that student reference use has not increased noticeably but that curriculum changes have made more demands from elementary and secondary school children. However, since Pasadena has one of the largest libraries in the area, except Los Angeles, outside students have a tendency to by-pass their local libraries and come to Pasadena in search of material. Local students, on the other hand, who attend college elsewhere do not go back to their campuses to study but expect to find the material they need in Pasadena. The Public Library, however, cannot be expected to meet all of the specialized demands of these students. For

instance students from three library schools in the area expect to find some rather specialized materials here, which are not available. On the other hand, basic bibliographic tools should be available to them. It is strongly recommended that a complete file, 1928 to date, of the Cumulative Book Index be located in the Reference Room for staff and patrons to use, as well as the English Catalogue of Books and perhaps other American and British bibliographic tools.

The periodical collection of 1,063 current titles is quite naturally the largest in the System costing $10,000 per year to maintain, plus $465 for memberships, which include periodical publications. The total collection numbers over 27,000 volumes. As might be expected, it is a broad general collection but does have some specialized titles. For instance, over 28% of the periodicals indexed in the Applied Science and Technology Index are held by Pasadena and over 42% of those indexed in the Business Periodicals Index, although none of these subjects have been specialties of the Library. In basement storage there are long back files of magazines bound, unbound and sewed. Many of these are duplicated in the other large libraries. For the National Geographic, which is widely held, Pasadena not only has a bound file from 1896 to date but at least two unbound sets from 1906. An attempt has been made to preserve a representative collection indexed in Poole and a little less than half of these titles are available. Missing volumes are being filled in either bound or on microfilm and gifts are accepted for this purpose. Godey's Ladies Book from 1843 and the Chatauguan from 1883 are two of these titles. Titles acquired recently on microfilm are Forum 1886-1936, Harpers 1850-1959, and Nation 1865-1948. To solve the problem of periodical losses for binding, about 25 titles are now being ordered prebound from American Binders Inc. Topeka, Kansas. It is estimated that this costs about the same as buying two copies and collecting them for binding. It saves staff time and no copies are out of use during the binding period.

Pasadena has a fine selection of 38 local and out of state current newspapers, most of which are kept for a limited time only. Long files include the Pasadena Star News from 1916, on film from 1949 to date, but with no index, the Pasadena Independent from 1944, on film from 1956, Wall Street Journal wrapped in paper from 1945 and the New York Times, bound from 1927, on film from 1945 to date and the New York Times Index from 1913. The record of periodical and newspaper holdings in the Library is very inadequate. None of the titles are entered in the Public Catalog and although the New York Times Index is entered there, there is nothing in the Catalog to show that the New York Times is available. Current newspapers are listed at the desk in the Business and Industry Room where they are displayed, current periodicals are in a visible index on a book case in the Reference Room and the holdings and location of all periodicals are in a drawer with the Reference Shelf List. A patron has to be a sleuth to find all these records. It is recommended that at least one Rolodex file be set up in a conspicuous place in the Reference Room or near the Public Catalog giving holdings and location of all periodicals and newspapers in the Library and that a future goal be to catalog all bound or microfilm files. Periodicals for all divisions are checked in the periodicals department and ordered in the Acquisitions Division. Therefore, the Reference Division has a record of holdings but not a check-in record, which can be inconvenient when dealing with patrons questions.

Pasadena is a selective depository for U.S. giverrnment documents and the collection is in good condition and easily accessible to the public, except for back files which have to be brought from basement storage. Lists, both of those selected and those not selected, are kept in the workroom. In the public room, the Shelf List record has the check-in cards for documents in series, annual reports, etc, and also shows whether the document or series has been cataloged, put on the shelves in the document collection or placed in the pamphlet file. A useful home made index at the front of the Document Shelf List suggests government agencies that are concerned with certain subjects. State documents are adjacent to the federal and are handled in much the same way. The University of California Publications are received in parts and are bound by subject, such as geology, and analyzed in the Catalog. The Experiment Station Bulletins and Circulars are also analyzed in the Catalog. All the State statutes and codes are in the collection, as well as ordinances for Pasadena, Los Angeles City and County. The Los Angeles Law Library has a branch in Pasadena but no librarian. They may move into the new County Office Building across the street from the Pasadena Library which would be convenient for using case books and Supreme Court cases. Good lighting, adequate markers between agency publications and neat shelves make this collection easy to use. The total collection includes close to 63,000 U.S. documents and over 13,000 California documents.

The Pasadena Reference Division has a large Pamphlet File, separated into several sections because of space limitations. The main part of the file is in the Office and that relating to history and geography in the history area. It is strong in vocational material, which is heavily used, and is kept up to date through constant purchase and checking of California documents. A list of pamphlets in the file by source or author gives the subject heading under which they can be found. The History Room File is strong in local materials and is divided under California, Los Angeles, California cities, Pasadena and Pasadena pictures. A Vertical File in the Reference Room contains clippings and city and county maps. The Pasadena Star News and the Los Angeles Times are clipped regularly and the New York Times occasionally. A necrology file is current only and is constantly weeded.

Another Pamphlet File is located at the Reader's Advisor's Desk in the Circulation Hall and has no connection with the Reference File. It contains more popular subjects in general, and these pamphlets circulate for 7 days. There probably is some overlapping of material and effort in these two files. In that area also there are plays from Theater Arts Magazine in binders arranged alphabetically by author. The Arco Civil Service series are located here and a few reference tools are at the desk such as the Fiction Catalogue, the Play Index, quotation books and Granger's Index. There is no separate collection of Granger books in the library.

The Reference Division maintains a number of indexes. Some of the more unique are: a Poetry Index of old clippings under broad subject headings, used by older people and added to occasionally; an Index to author's biographies in the Pamphlet File consisting of such ephemeral material as book jackets, Literary Guild announcement, etc. used chiefly by students; an Index to Heraldry; and Index to — scrapbooks on California biography, historic houses and landmarks, mines and mining towns, and Pasadena biography.

An adjunct of the Reference Department is the Genealogy Room up a short flight of stairs from the main room. It is a gift collection from the San Gabriel Valley Historical Society and the materials now belong to the Library. It is added to by gift but occasionally an important book is purchased from reference funds. The geneology is mainly from New England and includes the Mayflower Descent, V.11-34 with indexes and the New England Historical and Geneological Record V.1, 1847 to date. The 1790 census in printed form is there as well as the D.A.R. Lineage Books, V.1-date. Family histories are usually gifts and there are about 60 in the Collection. The Americana Magazine is indexed for coats of arms but no other indexing is done. Histories of states, counties and cities make up another part of the collection. The Room is open during regular library hours but there is no staff in attendance.

Another historical resource at the Library is the Pasadena Room located up a stairway adjacent to the Boys and Girls Room. It is maintained by the Pasadena Historical Society and the material belongs to the Society. It consists of souvenirs, arti-facts and photographs which are probably the most important resource. Gifts come from the old families of Pasadena and not much material relating to the last 40 years has been added. The Room is open Wednesday and Friday from 2:00-4:00 p.m. with a member of the Society in attendance. It is used by students, some of them doing master's thesis, by writers and a TV commentator who gets background material here. While the curator was being interviewed, a woman came in to identify the year of a Rose Parade picture which she had found.

FINE ARTS DIVISION

The Fine Arts Division, which also includes films, music, and records is a strong resource for the System. There are over 2,600 volumes in the Art Reference Collection and over 600 in Music Reference. Many of these titles may be in the circulating collections in the smaller libraries of the System but, because this is the research center, they are kept here for reference only. As funds permit, many titles will be duplicated for circulation. The System has put increased demands on the collection and titles from Winchell have been checked and will be ordered with System money. Additional titles and added copies are badly needed in photography, as they are in many of the System libraries.

The art materials are used by professional people - artists and dealers - and by those with an interest in art subjects. Common questions are the verification of an artist from initials, the value of old family objects, pottery and silver marks and hallmarks. A woman doing research on negro dancers was delighted with material found in this Collection, after she had been to Los Angeles, to the universities in the area and made a special trip to New York. Assistance was given to the Pasadena Art Museum in selecting books to be purchased from a $10,000 grant. Docents from the Los Angeles County Art Museum come to Pasadena for background material which they cannot get from their own Library. That Library, however, has an extensive collection of one man show catalogs, which other libraries may refer to. Besides the Picture File in the Fine Arts Room, there is a non-art file in the workroom containing such subjects as space flight, rockets and satellites, costume and California observatories, and a clipping file on artists, museums, exhibits, etc. The Architectural Digest has been indexed for the

Southern California area and a three volume Pasadena Architectural Scrapbook contains material on Green and Green and on the Huntington Library.

The circulating record collection of about 8,000 is fully cataloged by author, title and subject. Films belonging to the Circuit and the System are booked from here as well as a small group owned by the Library. There are over 4,000 musical scores in the collection and a smaller number of classical miniature scores. An important reference tool is the Index to Instrumental and Vocal Music in collections, which occupies about 30 filing drawers, and is broken down into piano, organ, violin, violoncello and songs listed by author and title.

Statistics for the Fine Arts Division testify to its use. Questions answered in 1968-1969 were 30,759 divided between fine arts, music, records and films. Of these 1,345 would classify as research and a little less than one-fourth were by telephone.

BUSINESS AND INDUSTRY DIVISION

The establishment of a long needed Business and Industry Division at the Pasadena Public Library was made possible, as mentioned previously, by a federal grant. This grant of $154,300 was split between Pasadena and Pomona, which already had an active collection in that area. From its share, Pasadena allocated $18,000 for a book fund, hired a Division Head and a Library Aide, bought equipment and paid for relocating the collections. It is not expected that the federal grant will be renewed beyond fiscal 1969-70. How the project will be carried on has not yet been solved.

Besides building the book and periodical collection to greater depth in the fields covered, the project is designed to reach out into the community and bring the library resources to business and industry. Although the banking and financial interests are important in the community their needs have not been met. To reach these groups, a monthly publication, Business Briefs, was started January 1970 as a joint project of Pomona and Pasadena. The copy is prepared at Pasadena and contains abstracts of current periodical articles on subjects such as Business Forecasting, Foreign Markets, Housing and Construction and Money. Copies of the articles abstracted may be obtained by circling the article number on the back of the leaflet and sending the request to the Pasadena Library. Pomona does the design and printing for both libraries and uses its own masthead with the same contents for its patrons. It is also planned to call on business and industrial offices to tell of the services and to advertise them through newspaper publicity. A booklist, produced by Pasadena, is called Prospectus of Investment Aids and describes some of the services available. They include Moodys, Standard and Poor's, Fundscope, Value Line and Walker's Manual of Pacific Coast Securities among others. Among their new publications is Predicasts published in Cleveland. This expensive publication cumulates over 40,000 forecasts annually from 1,000 sources. A sample question which this publication could answer would be "The projected sales for 1980 of milk containers by size and type". Barrons and the Wall Street Journal are listed among the newspapers but some of the more expensive publications held by Palos Verdes are not yet available in Pasadena. The whole collection of 38 newspapers received by the Pasadena Library are in this Room. They include several out of state papers not held elsewhere in the System such as the Detroit Free Press and the Cleveland Plain Dealer. There is also in the crowded Room a large Telephone Directory Collection arranged alphabetically by

city. A rotary file shows in which directory a specific city is to be found. There are 7 or 8 foreign telephone books but not nearly so widespread a collection as Monterey Park and neither Berlin, Rome or Tokyo were included.

At the time this Survey was made no statistics were available for the new Division and there is no way of knowing yet how successfully the plans will work out. One year is certainly too short a time for a convincing demonstration. However, the room appears active during the day with adult patrons. Saturdays businessmen and students are in evidence and all through the week the telephone is in constant use.

The Division head feels that it is important to cooperate in acquisitions with special libraries in the vicinity in order to spread the resources and not duplicate them. It is planned that there will be consultation with the libraries at Burrough's, Bell and Howell and the Jet Propulsion Laboratory. System Headquarters has just ordered $1,000.00 worth of business directories which will enrich this collection.

The description of the reference resources at the Pasadena Library would not be complete without mentioning the reference material in basement storage. This material is quite easily accessible but nevertheless puts out of sight and casual use, some important resources. For instance, of the collected Papers of the Presidents, only the volumes for Kennedy and Johnson can be on the regular shelves. Lenin's works, which are used frequently and the Nazi Tribunal Proceedings are in the storage area. Like Pomona, the important older materials are too numerous to list in detail but some should be mentioned. Examples are: U.S. Statutes, 1896-date; California Statutes, 1850-date; Congressional Directory, 1891-date; Statesmen's Yearbook, 1898-date; Annual Magazine Subject Index; foreign versions of the Bible; Harper's History of Woman's Suffrage, 6V. 1881; Hilgardia V.1 to date; American Society of Electrical Engineers, Proceedings, 1887 to date; Sears Roebuck Catalogs, 1930 to date; Moody's Industrials, 1918 to date; Walker's Manual of California Securities, 1919 to date; The Sacco-Venzetti Case; and a collection on the World's Fairs.

Professional staff for the reference services seems to be quite adequate - Reference Division, 6, Fine Arts, 3 and Business and Industry, 3, making a total of 12. However, there is an impression of some lack of cooperation between staff in these areas and also between the Library staff and System Headquarters staff, which mitigates against really top notch service. It points to the need for more in-service meetings to iron out the areas of tension.

In the Pasadena Library more patron aids would be desirable, such as the already mentioned Visible File for serial holdings, and a sign telling what is omitted from the adult public catalog - periodicals, newspapers, documents and children's books. The latter is now indicated only by an inconspicuous card in the front of the catalog drawers, and since many books, for instance some of those indexed in the Biography Index and the Essay and General Literature Index, may be either juvenile or adult, it is easy to miss them when the Catalogs are so widely separated.

The Boys and Girls Room at the Pasadena Library, except for school visits and story hours, seems quieter than those in many of the System libraries. The reason is that due to relocation of homes by the freeway and urban renewal projects, families are disappearing from the area. The branch libraries get more use and now should have bigger reference facilities.

System funds have provided only 2½ additional clerical positions for the Headquarters Library. These are one intermediate clerk typist for the Acquisiton Department to take care of the increased load of orders, one clerk in the Administrative Office and at the City Comptroller's Department to help with the System fiscal records and one half time film clerk in the Fine Arts Division to check and repair System films. In all areas this additional help is proving inadequate to the increased demands put upon the Library. Although the increased book funds have been substantial and important for the Pasadena Library, it is felt that the increased demands from the System are greater than the benefits. Certain materials that had not been needed in the Library before will have to be acquired for the System and presumably kept up. More books are probably wearing out and being lost which points to greater replacement needs for the future. However, the System statistics covering the period, July 1969-February 1970, show that although Pasadena loaned the most books, 1,992, they also borrowed the most, 1,202. The Library Administrator is certainly committed to the System idea but realizes that there are losses as well as gains in such a cooperative undertaking.

SYSTEM HEADQUARTERS

The System Headquarters is, of course, housed at the Pasadena Public Library. It occupies comfortable well lighted quarters in the basement of the Library and by Summer 1970 will be moved into a newly constructed area in another part of the basement with more space, a separate entrance and an office for the Coordinator. The staff consists of three professional librarians - the Coordinator and two reference librarians - a secretary to the Coordinator, two library aides and two clerks. The library aides and one clerk are in charge of the Teletype Office on the first floor. In addition, there are two delivery clerks who drive the System vans.

The Union Catalog File for the System libraries, which records current acquisitions, is maintained by the Headquarters staff and is housed in the Public Catalog area of the Pasadena Library. At the present time it includes about 50,000 titles. The MCLS Periodical Union List and a catalog of System films have also been compiled at Headquarters. A Manual of the Metropolitan Cooperative Library System[16] outlines the regulations and procedures governing the System organization and provides a directory of the member libraries and key personnel.

Communication between the libraries is based on the closed circuit teletype machines located in each library and the TWX system which connects Pasadena with the California State Library, with the Southern California Answering Network (SCAN) at the Los Angeles Public Library and with many other libraries in California and the United States, including the Library of Congress. A daily schedule has been set up allocating definite time periods each day (3 ten minute periods for each library) when they are to send their requests to Headquarters and any other library within the System. After 5:30 p.m. and all day Saturday, the teletype is unscheduled.

The staff in the teletype office check verified book requests in the Union Catalcg File and Pasadena card catalog. They also check simple subject requests, such as books on dogs. They locate the materials on the shelves of the Pasadena Library or locate them (through the Union Catalog) in another library. The ones at Pasadena are taken from the shelves and prepared for delivery.

One of the library aides investigates the usual sources for verification of unverified titles. If these sources do not provide the answer, they are referred to the reference librarians, who also do the more difficult subject requests and reference questions. Complicated reference questions are telephoned to Headquarters to free teletype time.

Reference questions and subject requests are transferred to a form (Appendix B) giving the question, sources that have been checked, the type of patron-high school, college, business/professional, technical, general - name and address, date needed and telephone number. These forms are filed by date and kept for analysis by one of the reference librarians. A Ready Reference Notebook is being compiled at Headquarters including letters giving answers to specific questions from specialists, clippings and statistics which have been or might be useful. These are indexed on cards. A Card Ready Reference File records fugitive information and questions which may be repeaters.

The Statistical Analysis of Reference Subject Requests, July to December, 1969 (Appendix C) submitted to Council by one of the reference librarians, shows subjects requested in the following order:

600 - 134	500 - 37
000 - 128	800 - 31
700 - 117	100 - 21
300 - 83	200 - 13
900 - 83	400 - 12

All questions sent on to SCAN, the State Library or elsewhere are checked first by the Coordinator.

The teletype operation varies from library to library within the System. In some libraries it is entirely clerical, in some entirely professional, except for the actual transmission of the message. The details do not come within the scope of this Survey, except to emphasize that if good service on a request is expected from Headquarters, all information possible must be transmitted with the request and this should normally be the responsibility of a trained librarian. To the extent that more information has to be asked for concerning the scope of the question, the purpose for which it is wanted, the type of patron and the sources checked, the greater is the delay in supplying a satisfactory answer. An examination of subject requests and reference questions received at Headquarters shows that all too often this has happened.

The communication network is, of course, completed by the two System trucks making daily deliveries on a fixed schedule between Headquarters and the System libraries. One route goes to the south and west and one to the north and east. Libraries in general seemed well satisfied with the promptness of the inter-library loan service.

The administrative organization of the System is not a concern of this Survey. However, a few comments may be in order. Since the overall decision making rests with the Council, the Coordinator is responsible for carrying out these decisions and this is not an easy task in dealing with 17 autonomous organizations. Unless each library is willing to accept the decisions of the majority, cooperative results will be greatly minimized. This has shown up even in this Survey, where one or two libraries have refused to anwer some of the requests made of all of them. At Headquarters too much of the Coordinator's time is taken up with answering petty questions and complaints instead of planning constructive services.

Should other libraries be brought into the System, it is imperative that the Headquarters staff be augmented, since they are already working at capacity loads and there is a backlog of unfinished projects.

SCAN

One of the important fringe benefits, particularly from the reference point of view, of the MCLS System is its connection with SCAN through System Headquarters. This connection with the Los Angeles Public Library brings a third level of reference service to the System libraries. It is made possible by a federal grant of $144,000 which is now funded through June 1971. A separate office has been set up at the Los Angeles Public Library with a supervisory head and five library specialists - one in art and music, one in business and economics, one in social science, one in the humanities and one in science and technology. Communication with other libraries and systems is by TWX. Reference or subject requests are screened by the supervisor and assigned to one of the specialists, who uses all the resources of the Library and/or calls informed persons or other libraries by telephone or TWX. If the subject specialist decides that the best way of answering the question is by photocopy, these will be sent free to the requesting library. If the patron specifically requests photocopies the charge is 20¢ per page. A monthly log (Appendix B) is kept at SCAN Headquarters where each question is recorded as it is received, giving date received, date needed, subject, date answered, time spent and pages copied. The staff aims at 24 hour service, unless "rush" is indicated, but the increased business does not always make this possible. The staff at SCAN report that questions received range across the board with no definite trends noticeable. Monthly statistics for December 1969 and January 1970 are broken down as follows:

	December	January	Total
Art & Music	29	29	58
Bus. & Econ.	17	31	48
Humanities	31	49	80
Soc. Sci.	32	28	60
Sci. & Tech.	27	40	67
	137	177	313

Besides the reference service, SCAN also provides a biweekly Updating Service which lists appointments, awards, necrology and important news items and indicates what reference sources should be updated. Use of this service throughout the System should save much staff time. The SCAN Information Bulletin also produces in depth reports useful in reference service. Examples are: Christmas greetings in foreign languages, Conservation organizations in California and U. S. and Soviet manned space flights with name of craft, launch date, astronaut, orbits, flight time and flight highlights.

CHAPTER V

ANALYSIS OF THE REFERENCE BOOK COLLECTIONS

To make some analysis of the overall strength and weaknesses of the System book resources, certain tools have been checked for holdings. Most important of these is Winchell's Guide to Reference Books and the First Supplement, 1965-1966 edited by Sheehy.[17] In examining the titles checked, the general impression is that a good proportion of the most basic reference books for medium-sized libraries are available, many of them widely duplicated. However, there are definite areas of weakness both in type of material and subject content and examples of some of these will be pointed out here.

The most glaring weakness is in bibliography. Since it is a key to all subjects in all libraries, it is a vital reference resource. With modern rapid communication by telephone and TWX to other libraries in the state and nation and with copying facilities available everywhere, tools that lead to these resources are increasingly valuable. The general bibliography section (AA) of Winchell contains 740 titles and of these only 140 or less than 19% are held by any library in the System. This, of course, is not a fair evaluation because many of the titles listed cover retrospective national bibliographies and current ones for countries that do not need to be represented here. Rare book bibliography, which should be left to the research libraries, is also included. However, at least some of the titles should be represented in the System and it would seem that the Headquarters Library would be the logical place to develop such a collection. Areas suggested for more complete coverage are bibliographic manuals, guides to reproductions, book collecting, printing and publishing but particularly national and trade bibliography for selected foreign countries. Some titles suggested include Australian National Bibliography, Canadiana, Biblio and/or Bibliographie de la France, Deutsches Bucherverzeichnis and/or Deutsche Bibliographie, British Books and/or Current Literature, El Libro Español.

In many subject fields the bibliographic material, including digests and abstracts, is weak although Whittier and Pomona have done a better job in this respect. For instance in philosophy, none of the titles listed are held by any library. In general sociology, social welfare and race relations the representation is weak. The same is true for economics, where much good material is available, and where only 3 titles are held out of 25 listed. In general history, as well as the United States and the West, the bibliographical tools are sparsely held, only Pasadena, Whittier and Pomona having much beyond the most basic titles. The Current Digest of the Soviet Press, Historical Abstracts, 1775-1945, John Carter Brown's Bibliotheca Americana, Elihu Church's Catalogue of Books Relating to the Discovery and Early History of North and South America, Griffin's Bibliography of American Historical Societies, Charles Wesley Smith's Pacific Northwest Americana and Winther's Classified Bibliography of the Periodical Literature of the Trans-Mississippi West are all bibliographic sources that should be represented in the System. None of the bibliographic works on Africa or the Near and Middle East are in any of the libraries and only Whittier has any of the Soviet material. Bibliographies in the sciences are, for the most part, poorly represented also.

Turning from bibliography as a type of material, there are several subject areas where the overall coverage is noticeably weak. A few of these will be mentioned. Eastern religions is one, since many libraries spoke of greatly increased interest in this area. So far no library has purchased the Encyclopedia of Islam (in progress) or the Encyclopedia of Buddhism (in progress) or very little of the other material listed in these sections. Handbooks about foreign governments seem to be poorly represented. The famous Almanach de Gotha is found at Pasadena and Santa Monica, others which are not represented at all are Hanbuch der Deutschen Demokratischen Republik (East Germany), Die Budesrepublik (West German), Political Handbook of Japan, a Handbook of Korea, Handbook to the Federation of Rhodesia and Nyasaland and Thailand Year Book. In the history section, Africa and Asia are inadequately represented, with only 9 titles out of 66 for the former and 15 titles out of 133 for the latter.

Weakness in scientific material has been recognized by most of the libraries and will not be elaborated on here. It should be noted, however, that guides, bibliographies, indexes and abstracts are poorly represented in all the pure and applied sciences.

Since Winchell is heavily oriented toward major bibliographic and reference tools, specialized subject bibliographies should be investigated for more complete coverage in areas that need building up. Some examples of such sources are: Adams. A Reader's Guide to the Great Religions;[18] White. Sources of Information in the Social Sciences;[19] Poverty and Human Resources Abstracts;[20] American Universities Field Staff. A Select Bibliography; Asia, Africa, Eastern Europe, Latin America;[21] and Jenkins. Science Reference Sources.[22]

As mentioned earlier, in order to find out about more current acquisitions and less specialized titles than those listed in Winchell and Sheehy, the System libraries were asked to check their holdings in the list of Reference Books in the 1968 Library Journal Book Review. All of the books, of course, would not necessarily be assigned to reference collections. Two libraries did not return their lists. It was estimated in advance, that of the 270 titles listed about 52 would not be suitable for purchase by any of this group, either because they were too specialized or received poor reviews. This was a reasonably good estimate because only 45 books were not purchased by at least one library. Only two of these omissions might be questioned, namely: Comitas. Caribeanna, 1900-1965; A Topical Bibliography and Meisel. A Bibliography of American Natural History; The Pioneer Century, 1769-1865, 3V., facsimile edition. This title is listed in Winchell but not held by any library. The number of titles ordered by the larger libraries in the System are as follows:

Pomona - 151	Burbank - 91
Whittier - 149	Santa Monica - 91
Pasadena - 118	Palos Verdes - 88

The selections for Pasadena, the Headquarters Library, seemed to be along very conventional lines. They ordered the books that everybody else ordered, while Pomona and Whittier branched out into a broader range of subjects. Burbank and Santa Monica selected many of the same titles.

Checking of the reference books in the list of Outstanding Academic Books for 1967 and for 1968 (Choice, May 1968 and May 1969) showed rather similar results. Of the 108 more specialized titles in these two lists, 32 were not held by any library. Of these 32, only a few might be questioned, such as African Bibliographic Center. African Affairs for the General Reader, 1960-1967; Aldous and Hill. International Bibliography of Research in Marriage and the Family, 1900-1964; Political Science Annual; and International Dictionary of Geophysics. Again Pomona had the most titles followed by Whittier and Pasadena. About one-third of the titles were held by five or more libraries, which shows a good distribution of material.

To check on a different kind of resource, the holdings for three libraries in the Biography Index, 1964-1967 and September 1967 to August 1968 and in the Essay and General Literature Index, 1968 were counted. The libraries used were Pasadena, Pomona and Whittier. The results were as follows:

	Biography Indexes - 515 Titles		Essay and General Literature Index - 224 Titles	
	Titles Held	Percent	Titles Held	Percent
Pasadena	184	35%	115	51%
Pomona	229	44%	121	54%
Whittier	325	63%	207	92%

Since so much good material both adult and juvenile is made available through these indexes, and since much of it is useful for student assignments, it seems that many of the libraries ought to fill in on this relatively inexpensive material. Most of the significant titles are in one library or another but in material of this kind, duplication is necessary. Pasadena certainly should have better representation of the titles indexed. Reprint services are now making even the older titles available and this might well be a use for System money.

As a further evaluation of the reference collections, a checklist of the most important general and special encyclopedias has been made. (Chart 2, Appendix A) The holdings were taken from the checking in Winchell and its Supplement I and were up-dated by on the spot notes. For Burbank, the checking was done from its own catalog. There is an excellent representation of the general encyclopedias, with the larger libraries having an almost complete list of both adult and youth. The World Book, which might be classed either juvenile or adult has been duplicated for both collections in 9 libraries and in 4 libraries, it is juvenile only. In two libraries Compton's has been duplicated for adult use. As mentioned earlier, some of the smallest libraries might want to consider cutting down on their encyclopedias and using the money to broaden their scope of materials. For the special encyclopedias, the holdings again are good with the lowest number for Monterey Park (7) and the highest (17) at Pasadena, Pomona and Santa Monica. The major foreign encyclopedias in Pasadena's collection have already been mentioned. It should be noted that Pomona also has the Brockhaus' Konversations-Lexicon and that Santa Monica has the 1960 reprint of the Grande Larousse and Volume 1 of the new Gran Encyclopedia Larousse. Additonal foreign encyclopedias would enrich the collections of other large libraries.

CHAPTER VI

ANALYSIS OF THE PERIODICAL COLLECTIONS

Periodical literature is of the utmost importance today in order to keep up with this rapidly changing world. Books are out of date before they are published and the most recent information on many subjects must be sought in magazines. Therefore they become extremely important in evaluating the reference resources of the MCLS System. In discussing periodicals in reference work, Katz says, "The importance of periodicals in a library must be measured by two basic facts. First, while only 10 to 20 percent of the public read a book a month, close to 60 to 80 percent, at least, look at one magazine a month. Periodicals are, and in all likelihood will continue to be, a favored method of reading for the vast public which may use a library only occasionally. Second, and more important, periodical articles numerically play an increasingly important part in reference work."[23] He goes on to point out that, in large research collections, periodicals constitute from 50 to 65 percent of the total number of volumes in the library and that periodicals and serials constitute close to 75 percent of everything published. We are not dealing with research libraries in the MCLS System, but it is important to keep in mind the increasing quantity and importance of periodical publications.

In the Standards for Community Libraries set forth in Boaz Strength Through Cooperation in Southern California Libraries,[24] it is stated that a community library serving a population of over 25,000 should have 250 periodical subscriptions, most of which are indexed. Referring to Chart I, it appears that Altadena, Azusa, Glendora, Monrovia and Covina fall below this standard although the latter with 235 titles is very close. Santa Fe Springs, on the other hand, with a smaller population has 255 titles. For area libraries serving larger populations, 1000 titles are given as a standard[25] and only Pasadena qualifies for that number with 1063. However, numbers alone do not tell the story for, if every library in the System, subscribed to the same periodical titles there would be no more than 1063 titles in the System. This would be a drop in the bucket as far as subject coverage in concerned. The major current periodical indexes, listed in Chart 3, include 1431 titles. Other current indexes and abstracts, such as the Bibliographic Index, Index to Little Magazines, Music Index, Economic Literature, etc., could easily double that number of titles. These all contain information that is easily obtainable through indexes. There are other magazines for hobbyists and "do it yourself" fans, for instance, which often have their own indexes and are useful in the collection.

The strength of the System periodical collections will lie in spreading the subject coverage into much broader fields than are now represented. Therefore, a rather detailed analysis of the holdings in the major current periodical indexes has been made. An examination of the chart of holdings (Chart 4, Appendix A) in these indexes and the checking of the indexes themselves reveals some interesting facts. Reader's Guide periodicals are well represented with no library having less than 56% and with the highest number 100% at Pasadena. The libraries in the lower range should probably aim for more coverage. There are no titles that are not represented somewhere and only one, Conservationist, which is in only one library.

With the other indexes, the picture changes and the holdings are much more sparse, as would be expected. In the Applied Science and Technology Index the holdings range from 1 title at Sierra Madre and South Pasadena to 66 at Pasadena. The smaller libraries probably have little need for much of this material but there are titles which should be represented in at least one of the larger libraries. Examples are: Air Pollution Control Association Journal; Aircraft Engineering; Atmospheric Environment; Computer Design or Computer Journal; Human Factors; Journal of Spacecraft and Rockets; Rubber World; Polymer Engineering and Science; Ultrasonics; and Water Research. With 9 libraries taking Radio and Electronic Engineer maybe some other than Pomona should switch to Radio Science and other titles.

The Art Index, as everyone knows, includes a great many foreign titles and special bulletins. The publications received by Palos Verdes and Pasadena provide a good representation but a few might be added, such as the American Institute of Planners Journal, Camera, Museums Journal, and Print. A few more foreign titles would add breadth to the coverage, for example L'Architecture d'aujourd 'hui, Das Kunstwerk and Archivo Español de Arte.

The Biological and Agricultural Index has the smallest percentage of titles covered of any of the indexes. Out of 148 titles only 27 or 18% are represented anywhere. Out of this number Pasadena has 14.2%. The next highest representation is Pomona with 5.4%. The important titles are too numerous to list but a few examples are: Genetics; Human Biology; and Journal of Soil and Water Conservation. A fair number of questions coming to Headquarters on gardening and small scale farming indicates that there may be more interest in these subjects than might be supposed.

All libraries have some representation of titles in the Business Index with Pasadena having 42.7% and Palos Verdes 36.6%. Rather surprisingly Pomona shows only 28%. The coverage of titles is good with over 50% of the 164 titles represented. However, there are some surprising omissions such as Data Systems News, Electronic News, Journal of Taxation and Media-scope.

Titles in the Education Index are fairly well represented for non-academic libraries, unless they are trying to reach the teacher clientele. A few titles of general interest probably should be considered for inclusion such as Adolescence, Gifted Child Quarterly, Education and Training of the Mentally Retarded, Integrated Education and the Vocational Guidance Quarterly.

Periodicals indexed in Library Literature are, for the most part, important to library staff rather than library patrons, except in communities where library school students come to their local library for help. Most of the basic titles are available in the System but a few might be added such as Book Collector, Journal of Documentation and the New York Public Library Bulletin. It is noted that Monterey Park has many of the out of state library association magazines and it is suggested the System depend on them for that coverage and that their collection be added to as needed.

Of the 205 titles in the Social Science and Humanities Index, 97 or 47% are in System libraries. Of these, 32 are in only one library. The highest number of

titles, 63, are at Pasadena. Torrance ranks next with 49 and Palos Verdes has 47. Since the subjects covered in this Index are of particular interest to students, there should be wider coverage of the titles and probably, more duplication among libraries. Again those that should be considered are too numerous to list but a few examples are: Journal of African History, Middle East Journal, Modern Philology, Philosophical Review, Social Research, Russian Review and Studies in English Literature.

As another part of the periodical evaluation, another chart (Chart 3, Appendix A) has been made to show the holdings of the System libraries in periodical indexes and abstracts. This list includes a much broader range of current and retrospective indexes than the one just analyzed. It includes Poole's, which indexes some of the material in the storage files of periodicals found in several of the libraries. Chemical Abstracts in the only one which is not found in any of the libraries and, considering its cost to public libraries, probably should not be included. The Engineering Index, also one of the most expensive of the scientific indexes, analyzes about 1500 journals in more than 20 languages. It is available at Pomona and the System is fortunate in having access to this tool. Another important, but specialized index, held only at Pasadena, is the Music Index, which includes 210 periodicals from around the world. The other current indexes have more general interest and should be held more widely than they are. Just as subject bibliographies are a key to books, periodical indexes are a key to the most current subjects. It is not necessary for a library to have the periodicals in order to reap the benefits of the index. With union lists of periodicals and copying services available, it is now possible to locate a desired item within a short time. Patrons have the right to expect help in locating material that is beyond the resources of their local library.

CHAPTER VII

EVALUATION OF REFERENCE TECHNIQUES

An intensive study of reference service could not be made within the time limitations of this Report. Recommendations will be made later for further in-depth investigations. However, a casual observation of staff during the brief library visits left the impression that, for the most part, they had a pleasant, friendly attitude toward their patrons and were interested in improving the service and collections. Telephone conversations sounded cordial and efficient. Sometimes library jargon seemed to interfere with communication with the patron. For instance, when a young man was asked if he had tried "L.A.P.L.", he said "What in the world is that?"

In order to test the use of some basic reference materials and to see what would be done with a few elusive or more specialized questions, a set of 44 Sample Reference Questions were given to each library, with the instructions to use them any way that they wanted and to list sources only. Only one library, Monterey Park, did not return the list. Pomona made an interesting study out of it by dividing the questions into four parts and assigning them to 22 staff members. A time record was kept for each question. Those that were found ranged from 1 minute to about 30 minutes with most of them in a short time range. The "not founds" of course, took longer. The set of questions with some of the most obvious sources are in Appendix C. Many additional sources were also used. A few typographical errors such as the misspelling of Nepal, Flaminian Way and Meir were left in, since patrons so often give garbled requests. It was interesting to note that the smaller libraries, such as Glendora and Sierra Madre, did almost as well on the questions as the libraries with larger collections. Redondo Beach had the poorest showing of any. Sometimes specialized sources were used when simple ones would have done just as well. The questions that caused the most trouble were number 12 "In what book is the phrase A-top the cracked Martello tower found?" and number 30 "What are the collective terms for quail, sheep, lions, deer and swans?" Number 12 is found only in Benet's Readers Encyclopedia, 1948 edition. Many libraries found it there but others were thrown off by a reference under Martello to Joyce's Ulysses in Benet's later edition. This points up the fact that older editions of phrase books, quotations, etc. can be useful because all material is not repeated in new editions. Number 30 was misinterpereted by some people to mean the plurals of these words. The answer can be found in various sources, as noted, but all, but deer, are in the World Almanac. There is no substitute for knowing thoroughly the books in your collection. This, of course, holds true also for the reference librarians at System Headquarters. There is a great deal of information available in the books, periodicals and documents in that collection and it is a real challenge to use it to the utmost. It is often true that patrons are given enough information to satisfy them but they are not shown all the resources that might be helpful to them. Use of outside sources - other libraries, specialists in a field, businesses or organizations related to the subject, is a technique that should be kept in mind constantly. The Headquarters librarians seemed to be very alert about checking such sources. Question number 39 "When was the term flower person first used" has no known answer. It was included because it is a type of question frequently encountered. Several people did some interesting research and came close to an answer.

A rather careful examination of reference questions sent to Headquarters and of questions sent on to SCAN from Headquarters, does not reveal any very clear patterns. The referrals are varied and in most cases seem valid. The smaller libraries are depending on the larger for government documents, specialized periodical titles, unusual foreign dictionaries, geneology and heraldry, and technical questions for instance. There are questions from the larger libraries, however, which should have been answered from their own collections and a few of the questions sent on to SCAN could have been answered at Pasadena, unless the books were out. It is the questions that were <u>not</u> answered and perhaps not even recorded that should be of most concern.

CHAPTER VIII

CONCLUSIONS AND RECOMMENDATIONS

"A report that is accepted immediately is improperly prepared because it should set goals not easily attainable and be critical of the status quo"[26] said Kenneth Beasley in a speech at the 1965 Conference on Statewide Long-range Planning for Libraries, sponsored by the U. S. Office of Education. Based on analysis of some reference resources and on site library visits, this Report will conclude with some long and short range recommendations which, it is hoped, will provide goals for future planning. These recommendations are being made without any consideration for the money involved. Only the Metropolitan Cooperative Library System Administration can determine what projects can be undertaken with the funds available or from what sources special funds might be sought.

It is apparent that if the System is to provide maximum benefit to patrons of all the libraries, it must develop a higher level of service than that now furnished, which is chiefly interlibrary loan. There seems to be a widespread feeling that the staff cost to each individual library is high for this service. A more complete integration of resources and services is needed to raise the reference potential of the System to a satisfactory level. Some ways of achieving this will be suggested here.

LONG RANGE GOALS

Recommendation I - It is recommended that four libraries be designated to serve as Area Libraries to supplement the Headquarters Library at Pasadena. They might be Burbank, Santa Monica, Whittier and Pomona. These are already strong libraries located on the perimeter of the System. To serve the patrons of other libraries in their area, they would need to add breadth to their collections and provide for greater duplication of material. Both Boaz[27] and Martin and Bowler[28] in their California Surveys have outlined the functions and requirements of Area, or Level II, Libraries. These should be studied but not necessarily followed completely in this particular situation.

Much has been written about the California freeways and the mobility of the population in Southern California and it is certainly true that city boundaries mean very little now. Nevertheless, with the pressure of population and the heavy use of the freeways for recreation as well as business, a new note is being sounded. Rostvold,[29] in a speech at Pomona recently, points out that the congested highways are making it more difficult for local residents to move about on freeways and major highways. This may reverse the present tendency and in the next 5 or 10 years communities will feel the need to become more self-sufficient. In that case strong library service will need to be provided near each community. There is no substitute for having needed material close at hand.

If Area Libraries are designated within the System, the responsibility will have to be recognized with additional money for materials and staff, just as it has been to a limited degree for Pasadena. The development of these Area Libraries should be carefully coordinated with each other and with the Headquarters Library at Pasadena. Existing strengths should be developed to a greater degree and duplica-

tion of specialized resources avoided, except as they are necessary to serve the local communities. Such a plan would strengthen the overall System reference resources, as well as providing greater strength in local areas.

Recommendation II - It is recommended that a Storage Center for the System be developed, preferably at Pasadena. It has already been pointed out that much valuable material is in the storage areas of all the major libraries and that there is considerable duplication in these files. As a first step a census should be taken of this material and a consolidated record made. The longest files should be filled in from the holdings of other libraries and duplicates discarded, except in cases of real rarity. Last copies of out-of-date books, even old textbooks, weeded from the general collections, should be recorded and put in storage. Records of the storage material should be in each library and delivery would be made by the regular van service. Such a system would add greatly to the resources available to all libraries and would free much space for other uses. Unless some such plans are made, the physical limitations of libraries are going to force the discarding of valuable material.

Recommendation III - It is recommended that a System wide analysis of the book collections be made. This present Evaluation has only touched on some of the reference strengths and weaknesses. A long term study should be initiated in all subject fields to determine the adequacy of the collections in meeting community needs and in providing overall strength for the System. This should include a consideration of existing duplication, such as the Californiana collections, for instance, and the areas where much greater duplication is required. As one Librarian put it, "One copy of a book in Pasadena is almost like having none." It has been noted that in requests to Headquarters, all too often the material is in circulation. This analysis should determine where the existing subject strengths are and it should be coordinated with plans for the development of Area Libraries. Basic bibliographies in major subject fields should be checked, not only for books, but for periodicals.

Recommendation IV - It is recommended that two studies be conducted to learn more about the library patron and how effectively his needs are being met. At the time this Survey was being made, two suggested questionnaires were presented to the Advisory Board and the Council. Both were turned down as being too time consuming and/or expensive to administer. However, it is felt that documented information about the patron would be useful in over-all planning for improved System service, although many of the librarians feel that they already know who their patrons are. The first questionnaire would be addressed to the patron and would ask him to check such items as occupation, place of residence, purpose of library visit, types of material consulted and his satisfaction with the materials and service available.

The second questionnaire would provide needed documentation on reference and subject requests, since many of the libraries do not keep statistics on the number of reference questions, let alone the subjects. Note might be made here of the forms used in some of the libraries such as Burbank, Pomona, Santa Monica and Whittier. (Appendix B) This second questionnaire would be filled out by the staff for a limited period - perhaps two weeks - and would record all reference or subject request transactions either in person or by telephone. Suggested items to be included are: the subject of the request, the patron's occupation, the sources used, whether the question was answered or referred elsewhere and the approximate

time consumed. The general feeling that patrons are satisfied with the answers they receive and that those questions, which cannot be answered locally, are all referred to Headquarters, is not necessarily accurate. Many patrons, both students and adults, are in too much of a hurry to wait for a question to be referred or they are too timid to pursue their needs. Only an accurate survey over a period of time can really give a picture of what questions are not being answered. This seems essential to planning the service at all levels. Certainly information requested most frequently should be available at the community level. The Whittier Area Public Library-School Library Study[30] made in 1965 points to methods and types of questionnaires that might be helpful in planning these studies.

Recommendation V - It is recommended that steps be taken to set up cooperative arrangements with other types of libraries - both college and special in the areas surrounding the System libraries. A certain number of these arrangements are now in effect. Whittier borrows journals from special libraries in its area, Pomona has consultation on areas of specialization with Pomona College and Pasadena can call on Cal Tech for help on technical questions, for example. However, this should be planned in a more formal way for the whole System. There are, of course, two types of cooperation between libraries. One is a joint acquisition program, where decisions are made as to areas of specialization for each library. The other is in service to patrons whether as individuals or only between the libraries concerned.

This cooperation should be a two way street. Special libraries and even college libraries have needs for material found only in a public library and this should be made easily available to them as an extension of the public library's service to the community. This point of view is reinforced by Meyer and Rostvold's study of The Library and the Economic Community.[31] A statement about the Detroit Public Library's service to industry may be of interest here, even though the System libraries could not provide as extensive resources to draw on. The good will engendered might result in support from this segment of the community when needed.

> "Corporations are recognizing the need for broader cultural development in their executives, and they look to the public libraries to supply these needs. In a survey of organizational use of the Detroit Public Library made during one month, it was found that the Ford Motor Company, for instance, used every one of the nine subject departments of the Main Library, not just the science and technology material. In order to meet the requirements of organizations in the Detroit area, some 400 special privilege company cards have been issued. These cards permit authorized personnel of a company to borrow material which otherwise does not circulate. This includes reference books, documents and bound periodicals and provides for a maximum loan of four days. Messengers come to the library from Ford, General Motors and Chrysler every day of the week to pick up material, although these companies have the largest special libraries in the metropolitan area."[32]

It is suggested that a Committee be set up at the administrative level to coordinate System-wide cooperation with outside libraries. Each community library should explore the possibilities in its area and report them to this Committee. The Committee would prepare a directory for the System of the outside information sources where cooperative arrangements are available and of joint acquisition

agreements which are in force. In this way the total resources could be considerably augmented. If in the future college libraries join MCLS, the type of material available would be greatly broadened.

SHORT RANGE GOALS

Recommendation I - It is recommended that the bibliographic strength of the System be improved as rapidly as possible. In his discussion of the use of bibliographies Katz says, "A bibliography is analogous to a map or chart. It serves to guide the librarian in the chaotic world of books and other forms of communication. Just as no sensible navigator would set out to sea without a chart, no modern library can hope to function without bibliographical guides." As pointed out earlier, too few of these guides are available in the System. It is suggested that, as a first step, the general and national bibliography collection at Pasadena be augmented to include the tools for the major European countries. All such tools, U.S. and foreign, should be available for consultation in the Reference area. As a second step, a study should be made of the subject bibliographies that are lacking and an acquisition plan be worked out by the major libraries of the System. An index of these bibliographies should then be made available, System-wide.

Recommendation II - It is recommended that a study of the periodical holdings of the System, as revealed by the checked lists of Periodical Indexes (Appendix D*), be made with a view to drastically spreading the range of titles included. Duplication of titles in special fields should be noted and evaluated and coordinated plans made to add needed titles in the libraries where they will be most effective. As time and money permit, studies should be made of subject bibliographies to determine additional periodical titles needed. Areas of such studies might include philosophy, religion and history. As a corollary to increasing the spread of periodical titles, the number of major periodical indexes should be increased. Their usefulness as a reference tool has already been pointed out. As a minimum, the Social Sciences and Humanities Index should be in all System libraries and others should be much more commonly available than they now are. This might well be a use for System funds.

Recommendation III - It is recommended that the making of internal indexes and reference aids be coordinated. As a first step, a study should be made of those already in existence. A number of them are listed in this Report (Appendix C) but a more detailed study should be made. Too much staff time seems to be going into indexing collected biographies or collected plays or collected short stories in various libraries. Could not this be coordinated in some way? Are the published indexes, such as Biography Index, used to the fullest extent by marking holdings? Information about unique indexes should be made readily available to the reference staffs of all libraries. Should some of these indexes be made more widely available through photoduplication? Reference packets on much used subjects, such as those prepared at Altadena and Palos Verdes by photocopying periodical articles, might be produced cooperatively and duplicated widely.

Recommendation IV - It is recommended that lists of special sources of information in each community be created. These would include staff language skills, special subject background, serious hobbies, collecting interests, etc. People or institutions in a community that could provide specialized information should also be

(See * page 69)

included. Such lists should be coordinated into a Master List at System Headquarters.

These recommendations should be considered only a start toward the coordination of materials and services for improving the overall reference function of the System libraries. Time and local conditions will surely point to other needs. Steps in the right direction are already being taken with the Monthly Subject Workshops planned by the Headquarters staff and the production of basic booklists on special subject by special committees. The involvement of staff in as many projects as possible is important. To the extent that they participate in the cooperative acitivities of the System, each library will benefit. For they are the ones that can most effectively carry the message of expanded resources to the patron.

The Metropolitan Cooperative Library System is composed of a most interesting group of libraries, which have made a fine start toward cooperation. The challenge now will be to move on into other areas, which will prove even more meaningful in providing better service. Fine reference resources are available in the System but many serious lacks are apparent. These should be corrected through coordinated planning for the future.

The socio-economic composition of each community is quite different and each library must meet the needs of its own community. However, each library's resources will be greatly strengthened, if they can draw on the coordinated strength of all the System libraries. And somehow the local patron must be made aware of the extent of the resources available to him. This is equally true whether we are thinking of the student, who makes up such a large proportion of the libraries' clientele, or the business and professional man or the homemaker. Beasley points out in discussing the evaluation of community libraries that, "Total resources should be identified in detail according to type. The community should be informed about the different resources to which it has access."[33] Then he goes on to say that "Current standards place too much emphasis on the actual possession of material instead of its general availability".[34]

Time, effort and money will be required to fully utilize the resources already available in the System and to meet the goals set forth in this Report. In the end, the benefits should justify the expenditure.

*Appendix D is not included in the printed report because each library in the System has already received copies of this report. If anyone feels that a copy of this report is needed please contact MCLS Headquarters, 285 East Walnut Street, Pasadena, California 91101.

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Part II - Appendixes

APPENDIX A. - Maps and Charts

Map I. California Counties Covered by Library Systems

Map 2. MCLS Libraries

Chart 1. Statistics of Metropolitan Cooperative Library System Libraries

Chart 2. Encyclopedias in MCLS Libraries

Chart 3. Major Periodical Indexes and Abstracts in MCLS Libraries

Chart 4. Library Holdings in Basic Current Periodical Indexes

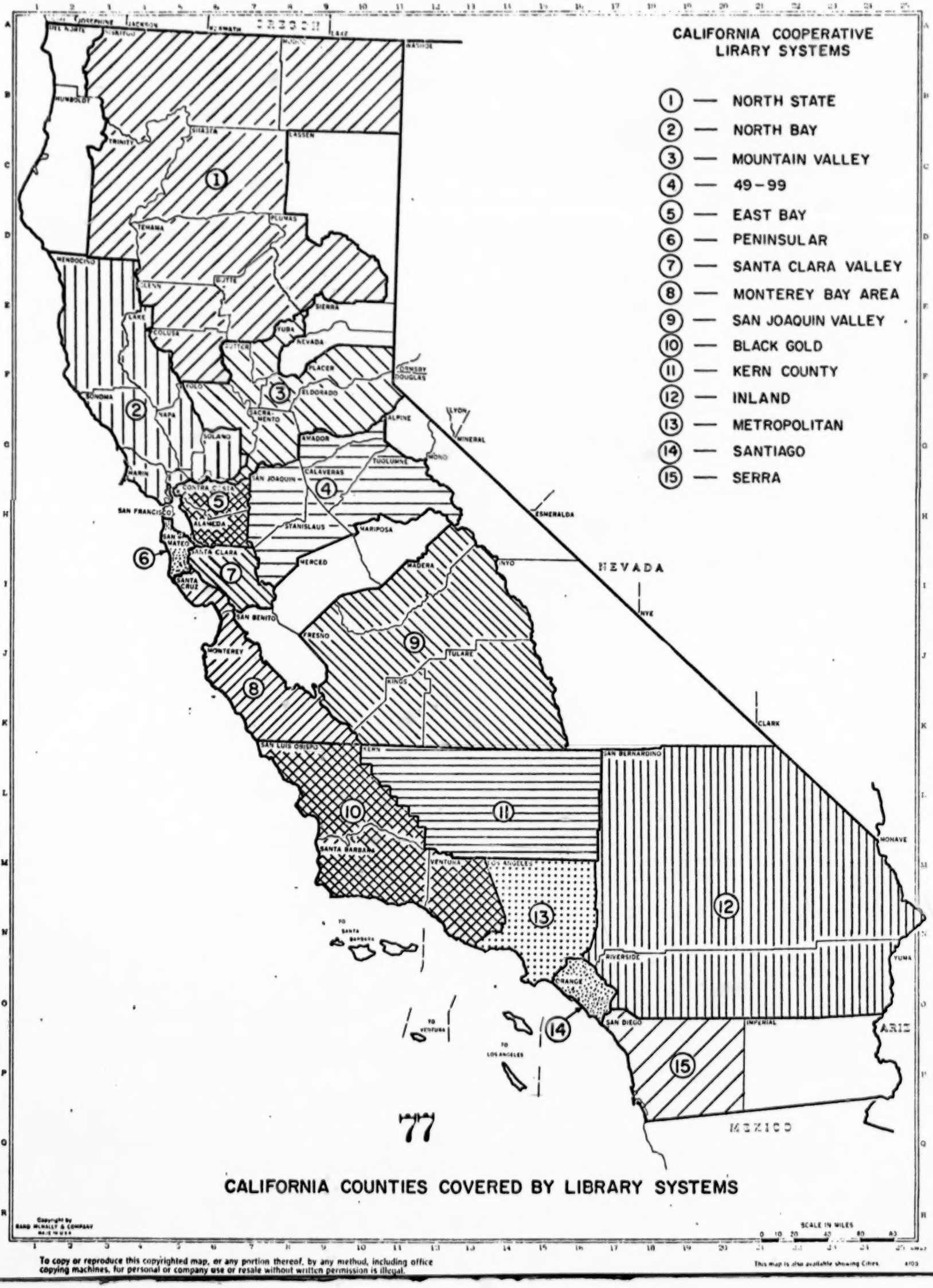
ERIC User Please Note:
Map 2 and Charts 1-4 are not reproduced here due to small print size.
ERIC/CLIS

RAND McNALLY

STATE COUNTY OUTLINE MAP

CALIFORNIA

SIZE 8½ x 11



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CALIFORNIA COOPERATIVE LIRARY SYSTEMS

1. — NORTH STATE
2. — NORTH BAY
3. — MOUNTAIN VALLEY
4. — 49-99
5. — EAST BAY
6. — PENINSULAR
7. — SANTA CLARA VALLEY
8. — MONTEREY BAY AREA
9. — SAN JOAQUIN VALLEY
10. — BLACK GOLD
11. — KERN COUNTY
12. — INLAND
13. — METROPOLITAN
14. — SANTIAGO
15. — SERRA

CALIFORNIA COUNTIES COVERED BY LIBRARY SYSTEMS

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SCALE IN MILES

0 10 20 40 60 80

This map is also available showing Cities.

4/03

APPENDIX B. - Forms

Form 1. Santa Monica Organizations File Postcard

From 2. Santa Monica Local Biography Questionnaire

Form 3. MCLS - Reference or Subject Request

Form 4. SCAN - Monthly Log of Requests

Form 5. Form for Reference Requests - Burbank, Pasadena, Pomona, Santa Monica and Whittier

The Santa Monica Public Library is revising its Directory of Organizations and asks your cooperation in giving us the information requested on the attached postcard.

Your prompt reply will be appreciated.

Sincerely yours,

T Thomas

Organization.....

(PLEASE PRINT OR TYPE)

Place and time of meeting.....

President.....Tel. No.....

Address.....

Secretary.....Tel. No.....

Address.....

Time of Election.....Do you send out speakers.....

Are films available.....

Purpose.....

(PLEASE LIMIT TO 20 WORDS)

SANTA MONICA PUBLIC LIBRARY

DATE_____

Name_____

Address_____

Present occupation_____

How long have you lived or worked in Santa Monica?_____

Birthplace_____

Year of birth_____

Married?_____ When?_____

To whom?_____

Photograph (if you have a small picture that we may keep)

Children:

Names	Birthdates

Your parents' names:

Father_____

Mother_____

Education:

Schools	Years attended	Degrees

Military service:

Business or professional activities to date:

Activities in organizations:

Public offices held or civic activities:

Awards and honors:

Special interests:

Publications:

Title	Date

Anything we forgot?

MCLS - REFERENCE OR SUBJECT REQUEST

Date:

Initials:

Reference question (include inquirer's objectives if pertinent): _____

_____

_____

_____

Sources checked: _____

_____

_____

_____

_____
Name

_____
Street

_____
City Zip

_____
Telephone Date Needed

Check one: High School ( ) College ( ) Bus/Prof/Tech ( ) General ( )

SCAN

CODE #	DATE RECEIVED	DATE NEEDED	SUBJECT	LIBN	DATE ANSWERED	TIME SPENT	PGS COPIED	ILL

BURBANK PUBLIC LIBRARY
110 NORTH GLENOAKS BLVD.
BURBANK, CALIF.

ADULT REFERENCE DATE Jan. 1970

QUICK REFERENCE 2072

[redacted]

33

EXTENDED REFERENCE (3 min. or longer)

TELEPHONE 876

[redacted]

BRANCH 65

[redacted]

3046 Total for month of January

[redacted]

SIGNED (If desired)

PASADENA PUBLIC LIBRARY REFERENCE QUESTIONS DATE_____

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
READY REFERENCE PHONE					
IN PERSON					
Over 5 min. RESEARCH					
~~SYSTEM~~ R. R.					
RESEARCH					

POMONA PUBLIC LIBRARY

QUESTION. . . .

*Name*_____ *Phone*_____

*Date Taken*_____

*Date to be used(inclusive)*_____

*To be notified*_____ *Has been notified*_____

Consulted. . .

*Question taken by*_____

*Worked on by*_____

References. . .

POMONA PUBLIC LIBRARY

DESK _____ DATE _____

Daily Record of Questions

TELEPHONE

9-12 _____

12-3 _____

3-6 _____

6-9 _____

DIRECTIONS

9-12 _____

12-3 _____

3-6 _____

6-9 _____

INFORMATION student

9-12 _____

12-3 _____

3-6 _____

6-9 _____

INFORMATION non-student

9-12 _____

12-3 _____

3-6 _____

6-9 _____

MESSENGER PAGE REQUESTS

9-12 _____

12-3 _____

3-6 _____

6-9 _____

XEROX REQUESTS (DESK "B")

9-12 _____

12-3 _____

3-6 _____

6-9 _____

Cat. Registers
Ref. Desk
Lib. Desk.

SANTA MONICA PUBLIC LIBRARY

Date _____ Total _____

PROFESSIONAL SERVICE TO READERS

Record below each request which requires professional aid by the assistant (i.e., use of his book knowledge, knowledge of other sources of information, or other professional skills in aiding the reader), regardless of the amount of time given. If the reader makes several inquiries, each is entered separately. If you have the same request more than once in a day, it may be written out the first time, then tally marks placed before or after it for each repetition. If you do not find what the reader wants, you indicate this by a zero before the inquiry, but include it in your count if you have worked on it at all. A line drawn through the zero indicates the library has suitable material but none was available at the time the request was received. Do not include directing or conducting readers to a section of the shelves without aiding them further, or request for specific titles unless identification involves search or special knowledge on the part of the assistant.

1.

Whittier

ADULT DEPARTMENT

REFERENCE STATISTICS

Week ending_____ Location_____

Date	Telephone	Minus 5 min.	Plus 5 min.	Magazine Calls

APPENDIX C. - Lists

1. Selected Government Periodicals - Covina

2. Lees - Statistical Analysis of Reference Subject Requests

3. Sample Reference Questions and Sources

4. Summary of Special Reference Aids and Files

COVINA PUBLIC LIBRARY

Government
Periodicals

Background Notes on the Countries of the World (monthly)	3.50
Business Service Checklist (weekly)	2.00
Business Statistics (biennial)	2.50
Climatological Data: California (monthly and annual)	2.50
Congressional Record (Daily)	1.50
Current Population Reports (monthly) (7 Series: p-20,p-23,p-25,p-27,p-28,p-60, and p-65)	5.00
Department of State Bulletin	6.00
Federal Reserve Bulletin (monthly)	6.00
Federal Reserve Chart Book (monthly)	6.00
International Commerce	25.00
Monthly Catalog of U. S. Government Publications (monthly)	6.00
Monthly Labor Review (monthly)	7.50
Monthly Labor Review Statistical Supplement (monthly)	1.50
Occupational Outlook Quarterly (quarterly)	1.25
Reclamation Era (quarterly)	1.00
Survey of Current Business & Weekly Reports	6.00

Ordered from Bernan Associates

February 13, 1970

MEMO

To: Council Members

From: Constance Lees, Reference Librarian

Subject: Statistical Analysis of Reference Subject Requests

	July	August	September	October	November	December	Total
000	7	15	7	28	36	35	128
100	0	7	5	5	1	3	21
200	4	0	4	2	3	0	13
300	10	11	26	13	6	17	83
400	2	0	1	3	4	2	12
500	6	3	15	7	1	5	37
600	21	22	21	30	16	24	134
700	13	27	19	24	16	18	117
800	4	8	5	9	4	1	31
900	16	15	14	18	8	12	83
Total	83	108	117	139	95	117	659

It is interesting to pick out seasonal variations in subject categories. The overall total does not fluctuate very much with the exception of October when students become really busy. July was slowest with many demands for automobile repair books and travel information. Probably there is a correlation somewhere. August's total was higher, but the subject ratio about the same, with the exception of the 700's with many people getting a sudden urge to play a zither or string a guitar. The big jump in 300's in September was because of Civil Service examination schedules. The increase in October's 600's was accounted for by more questions from business as well as gardening, repair and handicraft projects. Starting in October the demand for geneological material increased, with many requests for family crests and coats-of-arms. I'm sure the number of book-end and door-knocker Christmas gifts would fill a large bin. Many of December's 300's requests concerned additions to California

Codes of Law: the new divorce laws, and SB 62 as a part of the penal code. We did have some seasonal queries, however, such as the history of the Partridge in a pear tree, and a poem for a Twelfth Night tree burning ceremony.

Questions have been getting more sophisticated. We had one for the meaning of SUBUD which we sent to SCAN. This is an oriental spiritual movement with no creeds, no system, no dogmas. The title is a composite of the initial letters of Susila, Buddha and Dharma. Another request was for a series of time-lapse photographs of an atom bomb explosion from initial burst to mushroom cloud. Finding what grasses are planted along the levees of the Sacramento River as a conservation measure took some time and a few telephone calls.

One non-verified book title "The emasculated male" was determined to be "The feminized male", which we added to the 000 total, which is where he probably belongs anyhow.

My feeling is that we are getting an increasing percentage of requests from the adult, rather than the student, population. With these newly aware patrons, the subject areas desert the run-of-the-mill category and require real digging. Some of the answers are not located as readily, so we must all be patient. This is again a plea for all relevant information wherever possible.

SAMPLE REFERENCE QUESTIONS AND A FEW SOURCES

1. Is the Luther Burbank Senior High School in Sacramento accredited by the Western Association of Schools and Colleges?

   California School Directory.

2. For a term paper on Nairobi, where can I get background material and current information on the government, resources, etc.

   Worldmark Encyclopedia, Statesman's Yearbook, Facts on File, Readers Guide, etc.

3. In what novel is Miss Howe a character?

   Benet-Readers Encyclopedia, Magill-Cyclopedia of Literary Characters.

4. How many licensed hospital beds are there in Orange County?

   California County Fact Book, California Statistical Abstract.

5. Where is the Bucks County Historial Society Library located?

   American Library Directory. Kruzas-Directory of Special Libraries.

6. When was the Bureau of the Mint established?

   U.S. Government Organization Manual.

7. What is the county seat and the basic trading area for Johnson County, Indiana?

   Rand McNally Commercial Atlas.

8. I would like to find an article on harpsicord music in the twentieth century which appeared in Perspectives of New Music a few years ago.

   Music Index. Guide to the Performing Arts.

9. What were the average hourly earnings in the drug industry in California in 1960?

   California Statistical Abstract.

10. I would like to get a copy of an article, which I saw in the Saturday Evening Post several years ago, on a small boat canal system in Canada, running from Trent on Lake Ontario to Georgian Bay.

    Readers Guide, 1957-1959.

11. Could you give me the names and address of two firms which manufacture light weight chain saws?

    Thomas-Register of Manufacturers.

12. In what book is the phrase "A-top the cracked Martello tower" found?

    Benet-Readers Encyclopedia, 1948 ed. only.

13. Of what country is Dar es Salaam the capitol?

    Statesmen's Yearbook. World Almanac.

14. I am looking for a play which has four male characters and three female for for an amateur theater group. Do you have any listed?

    Play Index.

15. What per cent of the deaths in auto accidents in 1965 were caused by drivers being on the wrong side of the road?

    Statistical Abstract, 1969.

SAMPLE REFERENCE QUESTIONS AND A FEW SOURCES (Cont'd)

16. Where and when was Golda Mier born?
(Meir) International Who's Who. Jewish Who's Who. Who's Who (month not given).

17. Who is the Attorney General for California?
California State Roster.

18. Where can I find a picture of a herd of buffalo stampeding?
Ellis-Index to Illustrations. Vance-Illustration Index.

19. On what date did the U.S. Senate ratify the Nuclear **Nonproliferation** Treaty?
N.Y. Times Index, 1969. Facts on File, 1969.

20. Where is the Cayuga Museum of History and Art located?
American Art Directory. Museum Directory of U.S. and Canada.

21. What is the headquarters address for Chicken Delight Inc.?
Poor's Register of Corporations. Moody's Industrials.

22. What is the per capita cost of County government in Merced County?
California County Fact Book.

23. What was the Flammian Way?
(Flaminian) Lippiucott Gazeteer. Viking Desk Encyclopedia. Dictionaries.

24. What is the home address of Elnora S. Worder, a buyer for Lord and Taylor in New York, and where was she born?
Who's Who of American Women.

25. What is the San Jose scale?
Dictionaries. New Illustrated Encyclopedia of Gardening.

26. What is the address of the National Association of Women Artists?
World Almanac. Encyclopedia of Associations.

27. Are there any manufacturers of barometers in California?
Thomas-Register of Manufacturers. California Manufacturers Register.

28. Where can I find a list of colleges in the United States that give courses in Oceanography?
Patterson-American Education. College Blue Book.

29. What is the tallest building in Cleveland, Ohio, and how many stores does it have?
World Almanac.

30. What are the collective terms for quail, sheep, lions, deer and swans?
World Almanac--all but deer. Deer in World Book. Lewis-Modern Thesaurus of Synonyms lists several.

31. Who is the representative in Congress for your district?
Congressional Directory.

32. When and where was the opera "Tosca" first performed in the United States?
Groves-Dictionary of Music and Musicians.

SAMPLE REFERENCE QUESTIONS AND A FEW SOURCES (Cont'd)

33. Where is the Guiana Current, and what is its temperature?

Encyclopedia of Oceanography.

34. What length of residence is required to vote in the State of California?

Election Laws of the State of California. Deering-California Code. World Almanac.

35. What periodical on the fishing industry is published in British Columbia, and how frequently is it published?

Ayers. Ulrich.

36. Who is the U.S. Ambassador to Nepal?

U.S. State Dept. Foreign Service List. Congressional Directory. Statesman's Yearbook.

37. Can you find a diagram of a Stewart-Warner electric fuel pump?

Automotive Encyclopedia.

38. How many people were killed over the Christmas holidays in 1967?

Facts on File. New York Times Index. Accident Facts.

39. When was the term "flower person" first used?

No Known Source.

40. What was the total revenue for San Francisco State College in 1966-67?

American Universities and Colleges.

41. On what day of the week was March 20, 1855?

World Book. Pasadena Telephone Book.

42. Are any of these plants insectivorous? Pistachio, pitcher plant, freesia, bladderwort, lavender.

Taylor-Practical Encyclopedia of Gardening. Dictionaries.

43. I would like to find an obituary notice for Marvin Cloyd Heck, a college president, who died early in 1969.

Biography Index, Aug. 1969.

44. What dividend per share did General Motors common stock pay in 1969.

Moody's Dividend Record. Standard & Poor's Stock Report.
New York Times and Wall Street Journal at end of year.

SUMMARY OF SPECIAL REFERENCE AIDS AND FILES

Altadena	Reference booklets compiled on much used subjects.
Azusa	Azusa Herald Index.
Burbank	Indexes to collected biography and to collected plays in the Library. Indexes to Western Collection. Index to business material in the files.
Covina	Gale Research. International Portrait Gallery.
Monterey Park	Index to collected biography in the Library. Index to short stories in collections - Young Adult. Gale Research. International Portrait File. Deadline Data on World Affairs Service.
Palos Verdes	Index to literary criticism, mostly American and British. Index to serious articles in Playboy magazine, 1969. Index to Palos Verdes Bulletins. Reference packets made up on subjects in heavy demand.
Pasadena	Index to author's biographies in pamphlet file. Vocational index to books and pamphlets Index to Heraldry. Index to California and Pasadena Scrapbooks. Index to poems from newspaper clippings. Index to Architectural Digest for Southern California Area. Index to vocal and instrumental music in collections.
Pomona	Index to Geneology Collection. Index to Local History Collection. Index to California History Collection. Index to Philatelic Literature Collection. Index to Musical Scores. Index to Frasher Foto Collections (Negative). Index to the Progress-Bulletin (local newspaper). Indexes to periodicals: Land of Sunshine, Sierra Club Bulletin, Trails, California Folklore Quarterly, Westways, Out West, Desert Magazine. Deadline Data on World Affairs Service.
Redondo Beach	Index to plays in Theatre Arts Magazine - 1946-1963.
Santa Fe Springs	Annotated List of Periodicals. File of Supreme Court Decisions. Deadline Data on World Affairs Service. Bobbs Merrill Reprint Series.

SUMMARY OF SPECIAL REFERENCE AIDS AND FILES (Cont'd)

Santa Monica	Index to Santa Monica History and Description. Index to short stories in collections. Music Index, analyzing vocal and instrumental collections. File of local biography - officials and prominent citizens. Card file of organizations in Santa Monica Bay Area.
Sierra Madre	Index to plays in Theatre Arts Magazine (not current).
South Pasadena	Index to phonograph record holdings by composer and by performer.